

Living In Accommodation User Guide



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The Basics

Introduction

The Project

Defence Housing Australia (DHA) is progressively rolling out a new Living In Accommodation (LIA) Bookings and Allocations Service which will allow Defence members and employees to actively manage all types of LIA bookings via our dedicated online system. This service includes all Permanent, Transit and Course/Group LIA requirements.

Bookings are lodged by users via the DHA Online Services website. A dedicated Contact Centre supports the on-line service. Room allocations are largely done automatically according to room allocation rules developed and agreed to at each Base.

DHA has transitioned all Queensland based LIA to the new system. The remaining regions will transition by the end of May 2014 ahead of the commencement of the new Base Services Contracts. If you have an existing booking confirmation for any of these locations, your booking will automatically transfer to DHA.

You can continue to make bookings with the respective on-base garrison contractors right up to the transition date for that location. After the transition date, you can make new bookings or amend existing bookings via your DHA Online Services account or by telephoning the LIA Contact Centre.

Contacting us

- > Online bookings - www.dha.gov.au
- > Email us - LIA@dha.gov.au
- > Telephone us - 139 DHA (342) then select Option 1, then Option 3

The LIA Contact Centre is based in Brisbane and provides national support for LIA bookings, allocations and associated queries. The LIA CC is open from 08:30am to 5:00pm Monday to Friday, regardless of where you are and what Australian time zone you are in.

Functionality Modules

As a user of LIA, you will be provided access to any of a number of functionality modules – allowing you access to perform those functions in the BAS. What modules you can access will be dependent upon your role and is a decision made in your chain of command. Which modules you are assigned will be identified as part of pre-GO LIVE workshops.

LIA roll out dates

Hunter – 28 January 2014 (Serco Sodexho Defence Services)

- Singleton
- RAAF Williamtown

Sydney East – 10 February 2014 (Eurest Support Services)

- HMAS Watson
- HMAS Kuttabul, including North Strathfield and Homebush
- HMAS Penguin
- HMAS Waterhen
- Victoria Barracks
- Randwick Barracks

Sydney West – 24 February 2014 (Serco Sodexho Defence Services)

- RAAF Richmond
- RAAF Glenbrook
- Defence Establishment Orchard Hills
- Steele Barracks, Moorebank
- Holsworthy

Victoria – 10 March 2014 (Transfield Services)

- Simpson Barracks (including Maygar Barracks)
- RAAF Williams (Laverton and Point Cook)
- RAAF East Sale
- HMAS Cerberus
- Puckapunyal
- Anglesea Barracks

Northern Territory – Mid March 2014

Western Australia – Early-Mid April 2014

South Australia – Mid-Late April 2014

Shoalhaven and Tasmania– Late April 2014

Canberra – Early May 2014

Riverina – Mid May 2014

User Roles

Role	Description	Who	Functions
Base Authority	Overall management of the Base	SADFO and BSM Possible 1-2 additional	• Change Room Restriction Rules, except Unit Managed • Take an entire building off-line • Make or amend a bulk booking • Make or amend a manual booking • Cancel/veto an allocation
Base Management	Assists Base Authority	SADFO Representatives BSM Representatives	<i>Has functionality as per the Base Authority except for the ability to change room restriction rules.</i>
Service Provider	Housekeeping and Concierge functions	Garrison Contractors Plenary Concierge	• Confirm Occupancy (Check In) • Confirm Departure (Check Out) • Take room off-line for maintenance or cleaning and return on-line • Unable to make bookings or amend room allocations
Approving Authority	PACMAN Delegations	Heads of Resident Units exercising PACMAN delegations. CO/OC or XO not below MAJ(E). Includes the SADFO for his/her chain of command.	• PACMAN Delegations ◦ Evict a Member (and cancel eviction) including revoking a Licence to Live-In and approving Member to live off. ◦ Approve LIA when Member has suitable accommodation in locality ◦ Determine a position or person required to occupy LIA • Change Room Rules, only for Unit Managed LIA • Make manual booking for Unit Managed (eg: VIP) • Cancel/veto an allocation for: ◦ Unit Managed LIA ◦ Mandatory PLIA members in chain of command • Room Swaps
Unit Management	Assists the Approving Authority	Unit Housing Officers RSMs, SWO, WODs, etc	<i>Has functionality as per the Approving Authority except for the ability to exercise PACMAN Delegations.</i>
Course Coordinator	Course bookings and panelling course members	Course & Exercise coordinators	• Make or amend a bulk booking • Make/amend a manual booking (override) for Unit Managed including VIP room booking
Accommodation Clerk	Books LIA for any member at any Defence base throughout Australia	Accommodation Clerks	• Auto-allocation for individual bookings • No manual allocation • All Defence bases active in the BAS • Only for Transit requests • View vacant beds

Request Access or New Role

Your DHA Account

Access to the BAS will be assigned to existing DHA Online Services accounts. If you need to undertake activities in the BAS and you do not have an existing DHA Online Services account, one will be created for you. You must ensure the security of this account to maintain privacy of your own personal information as well as the information you are privy to as part of the performance of your duties. Use of a Defence email address in your Online Services account is encouraged.

Create or Amend Account

The nominated positions below can instruct DHA to create new or amend existing User accounts by sending an email to LIA@DHA.gov.au. These instructions should clarify:

- The level of access required and for which base/unit it is required for.
- Whether the request is for an additional role or replacement role to trigger removal of vacating user if necessary.
- The date by which the new or amended access is required, eg: for expected handover to an incoming member.

The following outlines those position holders who can request new or amended User accounts.

Base Authority – Incumbent Base Authority of the Base

Base Management – Incumbent Base Authority or Base Management position holder of the base

Approving Authority – Incumbent Approving Authority of the Unit, the Base Authority or Base Management position holders of the Base

Unit Management – Incumbent Approving Authority of the Unit, the Base Authority or Base Management position holders of the Base

Course Coordinator – Approving Authority of the Member's Unit, the Base Authority or Base Management position holders of the Base

Service Provider – Incumbent Base Authority or Base Management position holders of the Base

Accommodation Clerk – TBA

The Dashboard

Incoming Today (and Check-In functionality for Service Providers)

Dashboard LIA Logout

Online Services (QA)
Welcome to DHA Online Services

Incoming for Enoggera Barracks, QLD

Occupation Date	Type	Unit	Employee ID	Title	Name	Building	Room	LEAP	
16/09/2013	Transit		8441624	PTETRN	Kynan Broadbent	N010 (Transit)	G-2	No	Check In
16/09/2013	Transit		8519567	Mr	Massicks Massicks	H032 (Transit - All ranks)	1-11	No	Check In
16/09/2013	Transit	8/9 RAR [ENOG]	8591084	PTE	Declan Haigh	N009 (Transit)	2-5	No	Check In
17/09/2013	Transit		8250644	WO1	Rodney Cornick	H032 (Transit - All ranks)	G-6	No	Check In
17/09/2013	Transit		8237338	CAPT	Michael McMahon	N010 (Transit)	2-7	No	Check In
17/09/2013	Transit	HQ 11 BDE [LAWA]	8507865	PTE(P)	Glenn Kelly	N009 (Transit)	G-7	No	Check In

SP/Concierge clicks Check-In when key issued

Contributions automatically start (no AD293)

Other users have the same screen without Check-In/Out buttons

Outgoing Today (and Check-Out functionality for Service Providers)

Outgoing for Kokoda Barracks, Canungra, QLD

Vacation Date	Type	Unit	Employee ID	Title	Name	Building	Room	
30/08/2013	Transit		OL000241	Mrs	ANDREW MCBARON	N023 (Officers Mess)	1-12	Check Out
07/09/2013	Bulk		8166017	FLTLT	Darren Edmonds	N021	G-5	Check Out
07/09/2013	Bulk		8185693	FLTLT	Roslyn Walker	N021	G-13	Check Out
07/09/2013	Bulk		8161964	FLTLT	Michael Dixon	N021	G-3	Check Out
07/09/2013	Bulk		8208128	FLTLT	Donna Grant	N021	G-7	Check Out
07/09/2013	Bulk		8165379	FSGT	Suzanne Harvey	N021	G-9	Check Out
07/09/2013	Bulk		8165135	FSGT	Candice Simpson	N021	G-11	Check Out
09/09/2013	Transit		8252447	WO2	Daniel McCoy	B040	G-47	Check Out
09/09/2013	Transit		8252447	WO2	Daniel McCoy	B040	G-47	Check Out
13/09/2013	Transit		OL4715	Dr	Paul Fisher	B040	G-10	Check Out
14/09/2013	Bulk	1 CSSB [ROBI]	8272192	MAJ	Mark Pearson	N007	1-43	Check Out
14/09/2013	Bulk	PILBARA [PORTHE]	8257061	MAJ	Anthony Mew	N007	1-47	Check Out
14/09/2013	Bulk	1 AVN REGT [ROBI]	8233865	MAJ	Heath Smith	N007	1-59	Check Out

SP/Concierge clicks Check-Out when key returned

Contributions automatically cease (no AD293)

Building Calendar

Room Availability for Enoggera Barracks, QLD

Building / Floor: Q129 (8/9 RAR ORs) All Floors Weekly View

Allocated
Occupied
Offline
Vacant
Bulk Booking

	Sun 15/09/2013	Mon 16/09/2013	Today	Wed 18/09/2013	Thu 19/09/2013	Fri 20/09/2013	Sat 21/09/2013
Room: 1-1							
Room: 1-2							
Room: 1-3							
Room: 1-4							
Room: 1-5							
Room: 1-6							
Room: 1-7							
Room: 1-8							
Room: 2-1							
Room: 2-2							
Room: 2-3							
Room: 2-4							
Room: 2-5							
Room: 2-6							
Room: 2-7							
Room: 2-8							

Displaying items 1 - 16 of 16

[Previous Week](#) [Next Week](#)

Future visibility of bookings, allocations and occupations

Weekly or Monthly Views

Double click to drill down to booking or room information

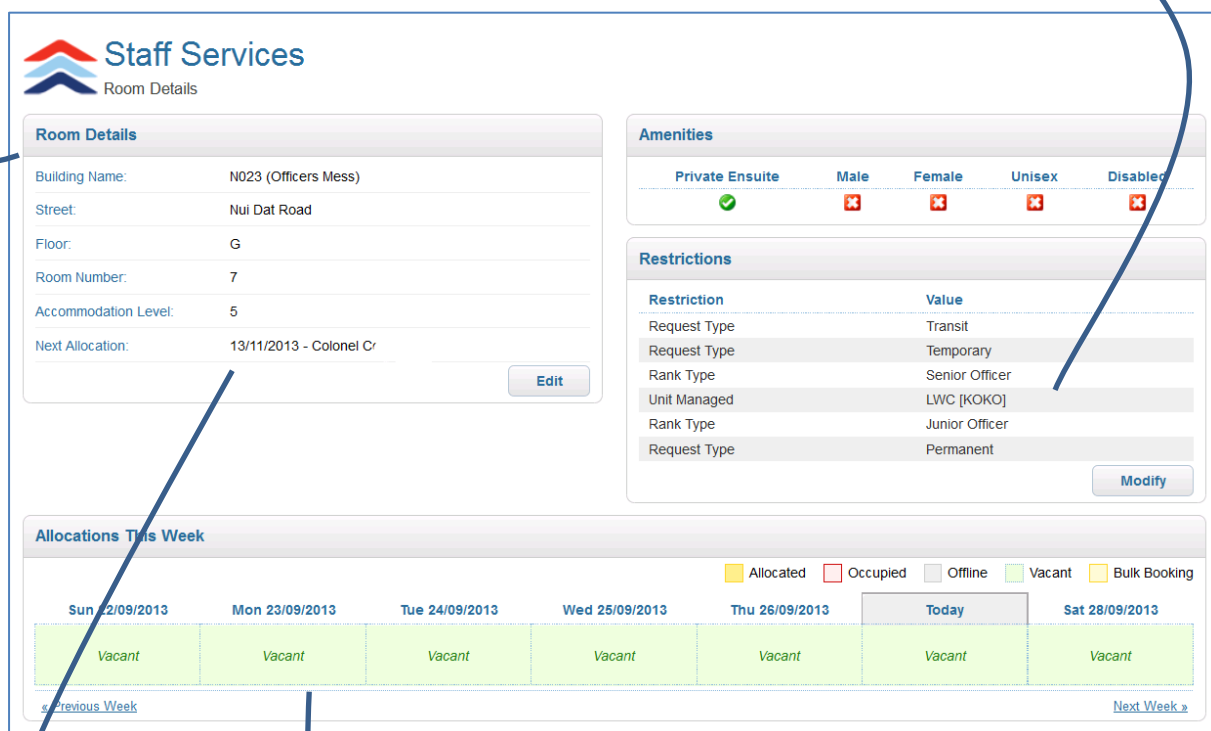
Viewing Room Data

Book LIA via DHA Online Services

Room Restriction Rules that govern how this room is used and how it is auto-allocated by the system. The BSM and SADFO also have the ability to change the room restrictions

Book LIA via DHA Online Services

Information about the room including details on the next allocation. This is also where Service Providers and Base Management staff can take the room offline.



Staff Services
Room Details

Room Details

Building Name: N023 (Officers Mess)
Street: Nui Dat Road
Floor: G
Room Number: 7
Accommodation Level: 5
Next Allocation: 13/11/2013 - Colonel Cr
[Edit](#)

Amenities

Private Ensuite	Male	Female	Unisex	Disabled
☒	☒	☒	☒	☒

Restrictions

Restriction	Value
Request Type	Transit
Request Type	Temporary
Rank Type	Senior Officer
Unit Managed	LWC [KOKO]
Rank Type	Junior Officer
Request Type	Permanent

[Modify](#)

Allocations This Week

☒ Allocated
 ☐ Occupied
 ☐ Offline
 ☒ Vacant
 ☐ Bulk Booking

Sun 22/09/2013	Mon 23/09/2013	Tue 24/09/2013	Wed 25/09/2013	Thu 26/09/2013	Today	Sat 28/09/2013
Vacant	Vacant	Vacant	Vacant	Vacant	Vacant	Vacant

[Previous Week](#) [Next Week](#)

Room Calendar

Allows you to see information about allocations and occupancies. Double clicking into the calendar will enable other functions such as Manual Allocations and Evictions

When is a room due to be used next?

Allocation Report

The Allocation Report shows every current and future allocation, by building, for each Base. It is used by Service Providers and LEAP Concierge to see future arrivals and departures and by other LIA stakeholders to provide a snapshot of LIA activities. The drop down filter shows data for 1, 3, 7 or 30 days, with 1 day as the default.

HomeFind Valuations ATM Transactions LIA RSA Transactions Tools Administration

Staff Services (QA)
Allocation Report

Allocation Report for Oakey, QLD

7 Days ▼

Building	Floor	Room Number	Action	Type	Reason	Occupation Date	Vacation Date	Unit	Rank	Surname	Gender	Furnished
A021 (Transit)	1	34	Vacation	Bulk	I am attending a course	18/08/2013	20/09/2013	1 SIG REGT [ENOG]	PTE(P)	[REDACTED]	Male	Yes
A021 (Transit)	1	25	Vacation	Bulk	I am attending a course	01/09/2013	21/09/2013	5 AVN REGT [TOWNAFB]	CPL	[REDACTED]	Male	Yes
A021 (Transit)	1	26	Vacation	Bulk	I am attending a course	01/09/2013	21/09/2013	HQ 16 AVN [ENOG]	CPL	[REDACTED]	Male	Yes
A021 (Transit)	G	135	Vacation	Bulk	I am attending a course	01/09/2013	21/09/2013	STPP [BRIS]	CPL	[REDACTED]	Female	Yes
A021 (Transit)	G	132	Vacation	Transit	Duty	08/09/2013	22/09/2013	DPU [ENOG]	CPL	[REDACTED]	Female	Yes
A065 (Officer Accommodation)	1	4	Vacation	Transit	Duty	16/09/2013	20/09/2013	ARDU [EDIN]	MAJ	[REDACTED]	Male	Yes
A021 (Transit)	G	112	Occupation	Bulk	I am attending a course	17/09/2013	20/09/2013	5 AVN REGT [TOWNAFB]	CAPT	[REDACTED]	Male	Yes
A021 (Transit)	G	114	Occupation	Transit	Business Travel	17/09/2013	18/09/2013		CAPT	[REDACTED]	Male	Yes
A021 (Transit)	2	32	Occupation	Transit	Duty	19/09/2013	20/09/2013		LT	[REDACTED]	Male	Yes
A065 (Officer Accommodation)	1	5	Occupation	Transit	Duty	19/09/2013	20/09/2013		CAPT	[REDACTED]	Male	Yes

Displaying Items 1 - 10 of 15

1 2 | [Next »](#)

Exporting Allocation Information

Staff Services
Allocation Report

Allocation Report for Enoggera Barracks, QLD

1 Day ▼

Building	Floor	Room Number	Action	Type	Reason	Occupation Date	Vacation Date	Unit	Rank	Surname	Gender	Furnished
H022 (Transit - All ranks)	G	1-C	Occupation	Transit	Duty	09/10/2013	18/10/2013		PTE(P)		Male	Yes
H022 (Transit - All ranks)	G	1-A	Vacation	Transit	Duty	30/09/2013	09/10/2013		LS	[REDACTED]	Male	Yes

Hover the mouse over "building"
to show 2 export options (excel & CSV). The full report will export into excel or CSV

Choose the number of days

Using the drop down list to show 1, 3, 7 or 30 days

Unallocated Requests

The BAS “looks” for a vacant room every 15 minutes to meet booking requests not yet allocated a room. These unallocated requests are held in a dashboard for visibility.

At pre-determined times in the lead up to the expected Occupation Date, if there is still no suitable room available, a Nil LIA Available message is sent and the LIA request is cancelled.

- Permanent requests managed by Toll: 12 business days prior departure from losing location.
- Other permanent requests : 20 business days prior to the request start date.
- Transit requests managed by Toll: 10 business days prior to departure from losing location.
- Other transit requests: 20 business days prior to the request start date.
- Business Travel requests: do not go to Unallocated. A response is provided immediately.

Requests made inside these timelines will return a room allocation or Nil LIA message immediately.

The purpose of this report is to show visibility of requests that haven’t been allocated beds. Unit and Base personnel aren’t required to take action here – the system and the LIA Contact Centre will do that, however Unit and Base personnel can use this screen to manually allocate rooms or cancel/veto requests **if they wish to do so**.

People holding the role of Unit Management will be sent an email whenever a member belonging to their Unit has a request for Permanent accommodation sitting in the Unallocated Requests list. Further information on this scenario is provided under the Outstanding Requests section.

Dashboard
LIA Administration
Logout


Online Services
 Unallocated Requests



Occupation Date	Vacation Date	Emp Id/Reference	Rank	Surname	Type	Reason
29/01/2014	31/01/2014		Corporal		Bulk	I am attending a course
29/01/2014	31/01/2014		Corporal		Bulk	I am attending a course
02/03/2014	11/03/2014		Corporal		Bulk	I am attending a course
08/12/2013			Warrant Officer C2		Permanent	Posting
02/03/2014	11/03/2014		Flying Officer		Bulk	I am attending a course
10/12/2013			Warrant Officer C2		Permanent	Posting
29/01/2014	31/01/2014		Captain		Bulk	I am attending a course
29/01/2014	31/01/2014		Sergeant		Bulk	I am attending a course
29/01/2014	31/01/2014		Corporal		Bulk	I am attending a course
29/01/2014	31/01/2014		Corporal		Bulk	I am attending a course
29/01/2014	31/01/2014		Corporal		Bulk	I am attending a course
29/01/2014	31/01/2014		Corporal		Bulk	I am attending a course
29/01/2014	31/01/2014		Corporal		Bulk	I am attending a course
29/01/2014	31/01/2014		Corporal		Bulk	I am attending a course
29/01/2014	31/01/2014		Corporal		Bulk	I am attending a course
29/01/2014	31/01/2014		Corporal		Bulk	I am attending a course

Vacant Beds Report

This report provides visibility of vacant rooms to Base Management, Unit Managers, Duty Officers and Contact Centre staff to assist in easily identifying vacant rooms at a glance for a nominate 2 weeks period.

Online Services (QA) Vacant Beds



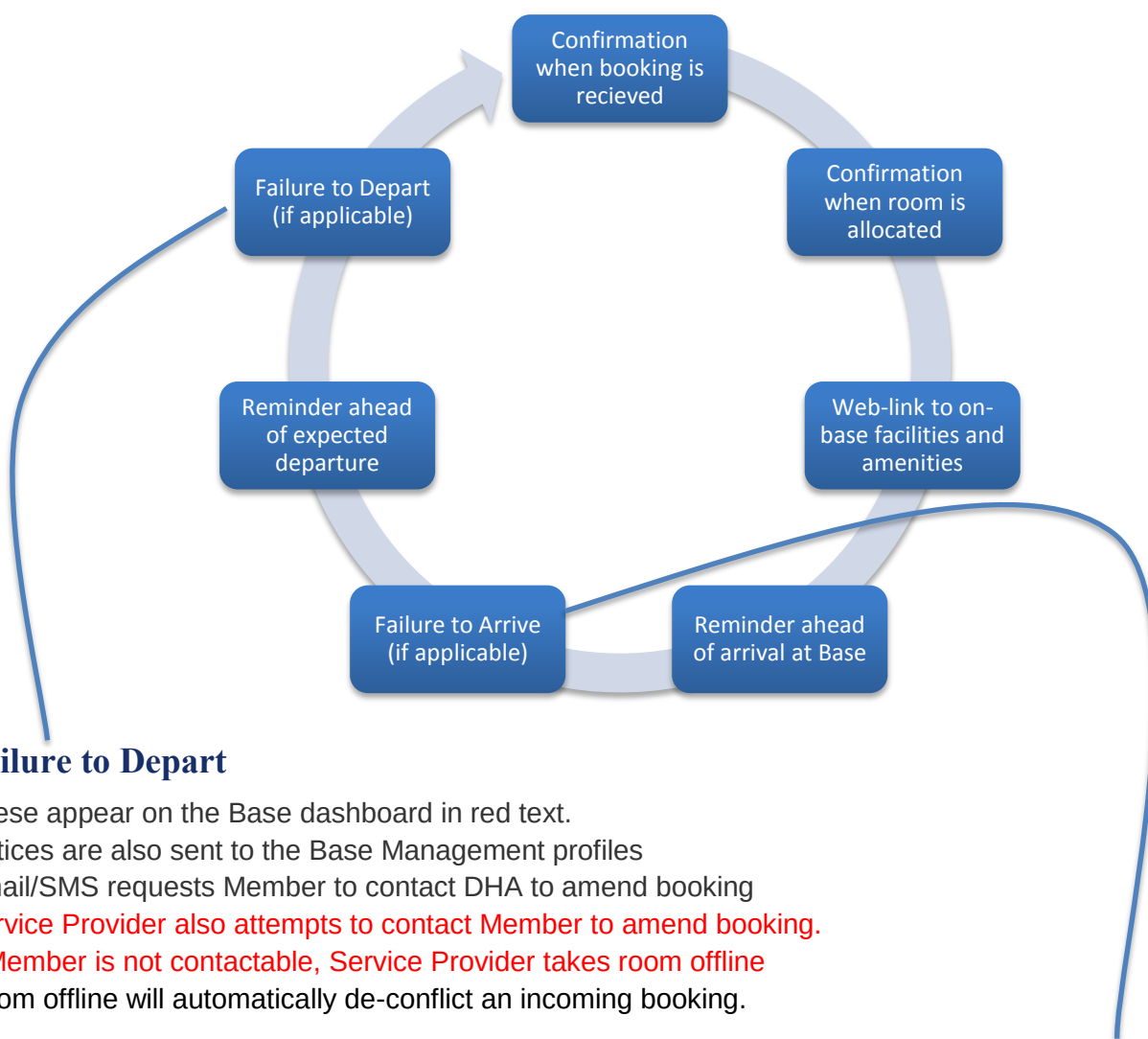
Vacant Beds at Enoggera Barracks, QLD

Building Name	17/09/2013	18/09/2013	19/09/2013	20/09/2013	21/09/2013	22/09/2013	23/09/2013
H009 (WONCO Course)	35	36	36	36	36	36	36
H010 (WONCO Course)	36	36	36	36	36	36	36
H015 (High Density Transit)	136	136	136	136	136	136	136
H021 (WONCO Course)	24	24	24	24	24	24	24
H022 (Transit - All ranks)	0	0	0	0	0	0	0
H023 (Transit - All ranks)	0	0	0	0	0	0	0
H024 (Transit - All ranks)	0	0	0	0	0	0	0
H032 (Transit - All ranks)	16	16	16	16	16	16	16
H033 (2 GHB ORs)	1	1	1	1	1	1	1
N009 (Transit)	22	19	20	20	22	22	22
N010 (Transit)	18	18	18	18	18	19	19
N014 (Transit)	34	35	35	35	38	43	43
N015 (High Density Transit)	118	118	118	118	118	118	118
N063 (SNCO PLIA)	0	0	0	0	0	0	0
N065 (Junior Officer PLIA)	0	0	0	0	0	0	0
N066 (Junior Officer PLIA)	1	1	1	1	1	1	1
N067 (Senior Officer PLIA)	1	1	1	1	1	1	1

This report does not identify the actual vacant rooms – it does give a quick indication of room availability. Any large volume booking or unplanned demand (eg: a delayed flight meaning 40 people need overnight accommodation at late notice) should be coordinated with the Garrison Support Service Provider as per existing processes.

Notifications

Automatic messages are sent by email, SMS and web-links prior to arrival and departure as follows:



Failure to Depart

These appear on the Base dashboard in red text.
 Notices are also sent to the Base Management profiles
 Email/SMS requests Member to contact DHA to amend booking
Service Provider also attempts to contact Member to amend booking.
If Member is not contactable, Service Provider takes room offline
 Room offline will automatically de-conflict an incoming booking.

Failure to Arrive

These appear on the dashboard in red text
 For Permanent and Group bookings, DHA will attempt to contact the Member and will also liaise with Toll, the Unit or the Course Coordinator as relevant
 For Transit bookings up to 21 days, the allocation will be cancelled 3 days after the expected arrival date. For Permanent bookings, the allocation will be cancelled after 6 days

Service Provider and LEAP Concierge Tip

Be sure to Check-In on the day of arrival and Check-Out on the day of departure to avoid the Member receiving a failure to arrive/vacate unnecessarily & to ensure correct contributions are charged to the Member

Pay Processing & Other Arrangements

AD293 Processing

Service Providers to continue to finalise AD293 paperwork for bookings that occupied LIA prior to the GoLive date – as per current practices. For any new arrivals DHA will automatically commence and cease pay transactions for rations and quarters as per PACMAN rates where this policy requires contributions to be made. AD293s are no longer required for new arrivals and their subsequent departures.

Variations when Member is Field, at Sea or Deployed

Defence and DHA have an established process using the Deployment Housing Retention Form to manage variations during a tenancy for when Members are deployed on ADF Operations. Units are now required to send this form to the DHA LIA Contact Centre via an email attachment to LIA@DHA.gov.au for members who are retaining LIA whilst being deployed.

For Members who are at sea or under field conditions for more than 21 days, Units required to advise the DHA LIA Contact Centre via email to LIA@DHA.gov.au with the date the field or sea allowance commenced and the date it is expected to cease. DHA will calculate the 21st day to process the cessation of LIA contributions and recommence on the date of return.

DHA can only process variations of contributions for Member's who occupied their LIA room after the GoLive date specified below. Variations for Members occupying the LIA room before these dates are to be processed as per the current arrangements by the MPAC/APAC, via Unit Personnel Units, Customer Service Centre's and/or Accommodation Offices.

- South Queensland – 1 September 2013
- North Queensland – 18 November 2013

AA157 Change of Categorisation

The DHA Booking and Allocation System does not change the current arrangements for Member's completing the AA157 Change of Categorisation form. These forms are processed by Defence information is subsequently sent to DHA to allow housing requests (including LIA) to be process in line with PACMAN.

Contributions when Member takes Leave Without Pay

When a Member continues to occupy a room whilst on LWOP, they are required under PACMAN to contribute at a higher rate for the LWOP period. The responsibility for raising an invoice to the Member for LIA contributions has not transferred to DHA and therefore current procedures continue.

Defence Public Servants

Defence Public Servants are not currently eligible for a DHA Online Services account. DHA is working to provide accessibility for Defence Public Servants to be able to book their LIA online in the future. In the meantime, transit bookings can be made through the LIA Contact Centre. Course Coordinators can also add Defence Public Servants to group bookings.

Reservists

Reservists who are regular users of LIA should request to have a DHA Online Services account created so they can book and manage their LIA requirements. Contact the LIA Contact Centre for further details.

Non-ADF bookings

Non-ADF individuals and groups do not have direct access to the BAS and can therefore not make LIA bookings either on-line or direct through to the LIA Contact Centre.

Non-ADF bookings will be referred to the Base at which the LIA is being requested to identify a suitable sponsor to make the booking on their behalf. In most instances, non-ADF requests will be referred to the on-base DSRG representative.

Mess Fees

There is no change to the arrangements to collect Mess transit fees – these continue as per current practices. The respective stakeholders can access the BAS for information on who is due to occupy transit rooms in SNCO and Officers messes where transit fees are collected.

Non-duty bookings

DHA does not collect public monies payable for occupying LIA for non-duty reasons. Cost recovery can be initiated before or after the member arrives as per current practices. It continues to be the Member's responsibility to declare each booking as duty or non-duty.

The respective on-base stakeholders can access the BAS for information on who is due to occupy rooms for non-duty reasons – use the Allocation Report and look for “non-duty” under “Reason”:


Online Services
 Allocation Report



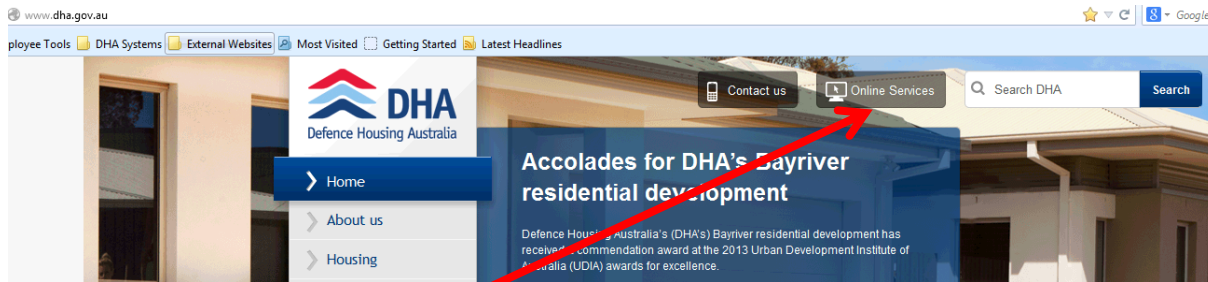
Building	Floor	Room Number	Action	Type	Reason	Occupation Date	Vacation Date	Unit	Rank	Surname	Gender	Furnished
H023 (Transit - All ranks)	G	1-A	Occupation	Transit	Duty	29/10/2013	31/10/2013		PTE(P)		Male	Yes
H024 (Transit - All ranks)	G	1-A	Occupation	Transit	Duty	29/10/2013	01/11/2013		PTE(P)		Male	Yes
H033 (2 GHB ORs)	2	28	Occupation	Permanent	Posting	29/10/2013		2 GHB [ENOG]	PTETRN		Female	Yes
H033 (2 GHB ORs)	G	3	Occupation	Permanent	Posting	29/10/2013		2 GHB [ENOG]	PTETRN		Female	Yes
N009 (Transit)	1	4	Occupation	Transit	Duty	29/10/2013	31/10/2013		Mr		Male	Yes
N010 (Transit)	1	4	Occupation	Transit	Duty	29/10/2013	31/10/2013		Mr		Male	Yes
N010 (Transit)	1	8	Occupation	Temporary	RSA Transit LIA	29/10/2013	31/12/2013		SGT		Male	Yes
N014 (Transit)	G	14	Occupation	Transit	Duty	29/10/2013	30/10/2013		PTE(P)		Male	Yes

Rationing for Bulk Bookings

Service Providers have contact details for group bookings and can liaise directly with the Point of Contact for any additional requirements, including rations. Rationing for bulk bookings should be managed by the person managing the bulk booking and the accommodation office on the relevant base. In some cases, the Group will be directed to another provider but in all cases the accommodation office will be able to confirm the correct point of contact.

Member Initiated Request for LIA

Book LIA via DHA Online Services



Go to the DHA website (www.DHA.gov.au) and access Online Services.

Online Services

Welcome to DHA Online Services

Login

User Name:

Password:

[Forgotten your login details?](#)

Please call DHA on 139 342 (139 DHA) if you have never received login details to gain access to DHA Online Services.

For ADF Members

- Access DHA's housing service to select a Service Residence based on your approved housing entitlement
- View your current DHA Service Residence and associated detail
- Notify DHA of any changes to your Rent Allowance circumstances
- Keep your DHA profile details up to date
- Use the [Rent Allowance Calculator](#) to work out what your Rent Allowance entitlement might be

For Lessors

Any Member with access to DHA Online Services can make an online booking for themselves by selecting "Apply for LIA" from the LIA menu. Enter the details and click submit.

Online Services (QA)

Apply for LIA

Apply for LIA

LIA Start Date:

LIA End Date:

Type of LIA Request:

Reason for LIA Request:

LIA Base:

What is your current marital categorisation?

☐ Member with Dependants

☒ Member without Dependants

☐ Member with Dependants (unaccompanied)

If a room is available that meets the local room allocation rules, the following message will appear.

Your request for **Transit LIA** at **Borneo Barracks, Cabarlah, QLD** from **01/10/2013** to **03/10/2013** has been received by DHA and a Level 1 room has been allocated to you.

[My LIA dates have changed](#) 

[I would like to cancel my LIA](#) 

[I would like to decline my LIA](#) 

Nil LIA

If a room is not available, the Member will be advised accordingly. If it is a:

- Permanent LIA request that cannot be met, the Member will be automatically pre-approved for Rental Allowance and directed to the online RA application process.
- Transit request, the person making the booking request will receive an email that can be provided to an appropriate travel delegate to seek approval for commercial accommodation.

NOTE: Permanent LIA for IET and other mandatory members does not automatically tip to RA.

Toll Initiated LIA Requests (Postings)

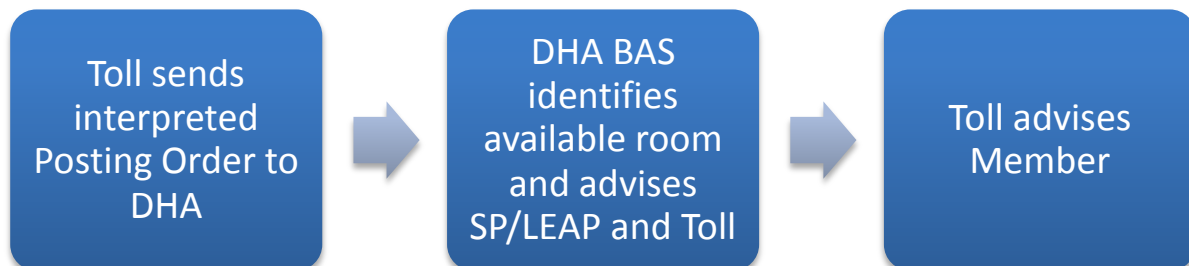
No additional work for Units

DHA already liaises with Toll and on-base Service Providers to identify suitable LIA for Members of the ADF on posting. The new DHA BAS does not require Units or the Member to do anything differently and the process is now more streamlined.

Pre-GoLive Process



Post-GoLive Process



Requests for PLIA can also come directly from the Member. For example, a Member in RA who's lease is due to expire may wish to occupy available LIA on-base

Don't Forget!

LEAP rooms require 5 working days notice for new allocations – including scheduling the March In appointment.

Living In Meals Contributions

Permanent LIA & LIM

Members posting in to Permanent LIA can opt in to make Living In Meal contributions once their final room allocation is made. The member must log in to Online Services and they will see the “opt in for meals” button:

LIA Details

Your request for **Permanent LIA** at **Enoggera Barracks, QLD** from **09/12/2013** has been received by DHA and a Level 5 room has been allocated to you.

I would like to cancel my LIA 

I would like a non furnished room 

I would like to apply for Living in Meals 

Minimum Opt In Period

PACMAN determines a minimum opt in period of 3 months for LIM contributions if the Member opts in via DHA Online Services. Should a Member choose to cancel LIM contributions at the end of the 3 months, they will need to complete an AD293 via their Unit. DHA will ensure a cancellation transaction is created to match any LIA contribution when you formally march out of your Permanent LIA accommodation.

What happens if a Member move rooms after March In?

The original opt in for LIM will be cancelled if a Member moves rooms after their initial March In – so they will need to go back to Online Services and opt in again. DHA will then commence LIM contributions against the new room.

Why are LIM contributions being deducted but not LIA contributions?

DHA assesses each LIA occupant against PACMAN to determine their requirement to make LIA contributions. It is certainly possible for someone to be required to contribute for meals but not for their accommodation.

Meal contributions for course attendees

Your Course Coordinator is responsible for arranging for the commencement of meal contributions if necessary.

Rationing for Bulk Bookings

Rationing for bulk bookings should be managed by the person managing the bulk booking and the accommodation office on the relevant base. In some cases, you will be directed to another provider but in all cases the accommodation office will be able to confirm the correct point of contact.

Any rationing requirements should be finalized at least one week prior to the booking commencement date.

Service Providers

Daily email notifications

Service Provider's will receive email notifications at 7am, 11am and 2pm daily providing notice of:

- New room allocations
- Changed room allocations
- Cancelled room allocations

Service Providers and LEAP Concierge offices can use this information to transfer booking information to RMS and the Plenary systems. Notifications are only sent if there are changes since the last email.

Allocations and Vacations for Amberley RAAF Base, QLD

CANCELLED ALLOCATIONS

Emp ID	Rank	Surname	Building	Floor	Room	Start Date	End Date	Contact Phone
8271186	Army:Warrant Officer C2	E	673	G	43	20/10/2013	22/10/2013	0439 511 xxx
8593903	RAAF:Flying Officer	A	683	1	15	27/10/2013	29/11/2013	0411 757 xxx

NEW ALLOCATIONS

8230123	Army:Warrant Officer C1	C	671	1	3	20/10/2013	22/10/2013	0432 405 xxx
OL5905	Civilian:Mr	H	673	G	41	17/10/2013	18/10/2013	

Check In and Check Out

Start and Cease Contributions

The check in and check out buttons will automatically commence and cease contributions for Rations and Quarters where they are payable under PACMAN. For new arrivals and their subsequent departures, the AD293 is no longer required for March In and March Out.

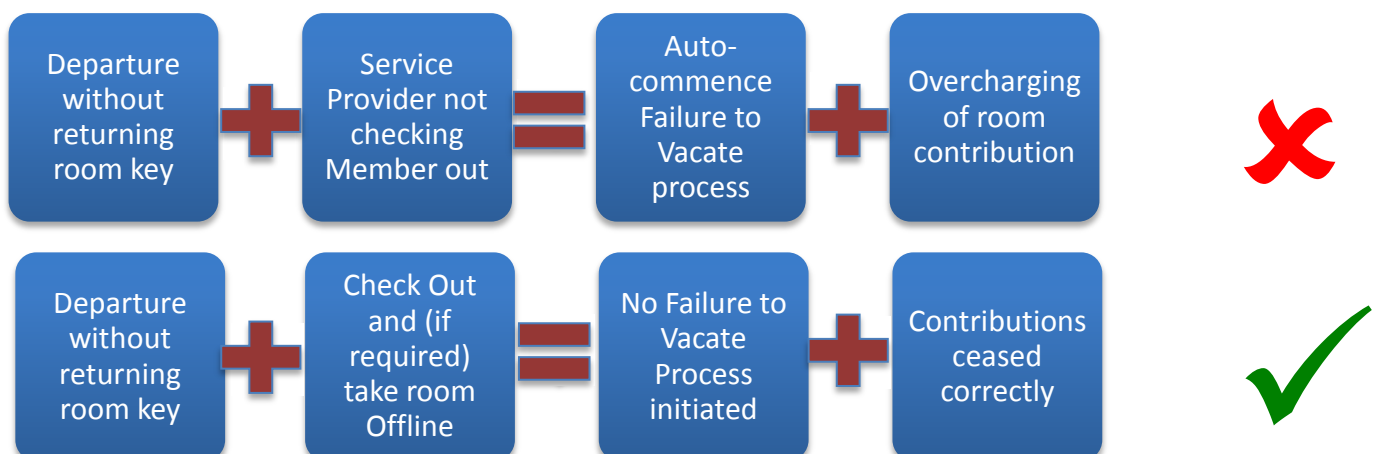
More about Check-In and Check-Out

- > Member must be Checked-In before they can be checked out.
- > Check-Ins and Check-Outs are immediately visible to others using the system.
- > Failure to check in in a timely fashion will trigger an automatic follow up process.
- > Failure to check out in a timely fashion will create issues for future occupations against the room.

Failure to return a key

If a Member vacates their room but does not return the key, Service Providers are still required to Check the Member out in the BAS. If the Check Out is not done, then the automatic Failure to Vacate process and associated messages will be sent to the Member and any contributions will continue incorrectly, resulting in Defence having to arrange a repayment to the Member.

If there are security concerns over the Member retaining the key whilst another Member occupies the room, then take the room off-line until the key can be recovered or replaced.



Bulk Check In and Check Out

Service Providers can speed up the check in and check out process using the daily dashboard. NOTE: this bulk check in/check out only works for bookings made via the BAS bulk booking functionality – so it will not work on bulk bookings made prior to your GO LIVE in the BAS.

Bulk Check In

27/10/2013	Transit	85	LS	Benjamin	N014 (Transit)	2-18	No	Check In
27/10/2013	Bulk	OL	Mr	Group	H022 (Transit - All ranks)	2-6-D	No	Check In
27/10/2013	Transit	41	Mr	Mr 49	N015 (High Density Transit)	G-2	No	Check In
28/10/2013	Transit	80	LCDR	Andrew	P033 (Officer/SNCO Transit)	2-5	No	Check In
28/10/2013	Permanent	1 REGT RAA [ENOG]	PTE	Boyd	P032 (1 REGT RAA ORs)	1-3	No	Check In
28/10/2013	Temporary	85	CPL	Robert	N010 (Transit)	G-9	No	Check In
28/10/2013	Temporary	82	SGT	Peter	P026 (Officer/SNCO Transit)	2-6-4	No	Check In
28/10/2013	Transit	82	CPL	Anaki	P028 (Female PLIA All ranks)	2-6-1	No	Check In

Bulk Incoming for Enoggera Barracks, QLD			
Occupation Date	Name	Building	Number of Attendees
23/10/2013	MID PLANNING CONFERENCE	N089 (8/9 RAR ORs)	5
25/10/2013	496170 - FCU-10	N009 (Transit)	34
28/10/2013	Exercise & Troop Training - 713 SIG	N015 (High Density Transit)	16
23/10/2013	1 Regt - RCB 103	P028 (Female PLIA All ranks)	1
25/10/2013	492193 - C2 DRIVERS COURSE	N014 (Transit)	33
25/10/2013	FCU-10	N010 (Transit)	6
25/10/2013	TRAINING WEEKEND	H024 (Transit - All ranks)	4
20/10/2013	MID PLANNING CONFERENCE	P028 (Female PLIA All ranks)	2
23/10/2013	1 Regt - RCB 103	N014 (Transit)	4
23/10/2013	212840 - BGC3 Mounted	N014 (Transit)	2

Click on the relevant bulk booking – this will display all attendees. You can bulk check in all the attendees by clicking the top tick box (see yellow below) or simply start ticking the boxes

Bulk Incoming Today									
☐	Occupation Date	Type	Unit	Employee ID	Title	Name	Building	Room	LEAP
☐	23/10/2013	Bulk		85	FLTLT	Jerem	N089 (8/9 RAR ORs)	3-62	No
☐	23/10/2013	Bulk		OL	Mr	Matt F	N089 (8/9 RAR ORs)	3-67	No
☐	23/10/2013	Bulk		80	Mr	David	N089 (8/9 RAR ORs)	3-66	No
☐	23/10/2013	Bulk		82	LTCOL	Daniel	N089 (8/9 RAR ORs)	3-29	No
☐	23/10/2013	Bulk		OL	Mr	Darrin	N089 (8/9 RAR ORs)	3-69	No

1. And after you tick at least 2 boxes, the following screen appears:

Bulk Incoming Today			
Bulk Check In			
☒	Occupation Date	Type	Unit
☒	23/10/2013	Bulk	
☒	23/10/2013	Bulk	
☒	23/10/2013	Bulk	
☒	23/10/2013	Bulk	
☒	23/10/2013	Bulk	

2. Click on Bulk Check In and all members will be checked in

Partial Check In

You can bulk check in some of the members of the bulk booking using the usual Check In button:

Bulk Incoming Today

Occupation Date	Type	Unit	Employee ID	Title	Name	Building	Room	LEAP	
28/10/2013	Bulk	82	82	CPL	Mr. [Name]	N015 (High Density Transit)	G-Hallway	No	Check In
28/10/2013	Bulk	OL	85	Mr	Mr. [Name]	N015 (High Density Transit)	G-1	No	Check In
28/10/2013	Bulk	OL	85	Mr	Mr. [Name]	N015 (High Density Transit)	G-1	No	Check In
28/10/2013	Bulk	85	85	PTE(P)	Mr. [Name]	N015 (High Density Transit)	G-1	No	Check In
28/10/2013	Bulk	85	85	PTE(P)	Mr. [Name]	N015 (High Density Transit)	G-1	No	Check In
28/10/2013	Bulk	85	85	PTE(P)	Mr. [Name]	N015 (High Density Transit)	G-Hallway	No	Check In
28/10/2013	Bulk	85	85	CPL	Mr. [Name]	N015 (High Density Transit)	G-Hallway	No	Check In
28/10/2013	Bulk	85	85	PTE(P)	Mr. [Name]	N015 (High Density Transit)	G-Hallway	No	Check In
28/10/2013	Bulk	82	82	SGT	Mr. [Name]	N015 (High Density Transit)	G-Hallway	No	Check In
28/10/2013	Bulk	OL	85	Mr	Mr. [Name]	N015 (High Density Transit)	G-1	No	Checked In
28/10/2013	Bulk	85	85	PTE(P)	Mr. [Name]	N015 (High Density Transit)	G-1	No	Checked In
28/10/2013	Bulk	OL	85	Mr	Mr. [Name]	N015 (High Density Transit)	G-1	No	Checked In
28/10/2013	Bulk	85	85	PTE(P)	Mr. [Name]	N015 (High Density Transit)	G-Hallway	No	Checked In
28/10/2013	Bulk	85	85	LCPL	Mr. [Name]	N015 (High Density Transit)	G-Hallway	No	Checked In
28/10/2013	Bulk	OL	85	Mr	Mr. [Name]	N015 (High Density Transit)	G-1	No	Checked In
28/10/2013	Bulk	OL	85	Mr	Mr. [Name]	N015 (High Density Transit)	G-Hallway	No	Checked In

And then complete the bulk check in when the rest of the bulk booking arrive.

The same process works for bulk Check-Outs.

No Show on a Bulk Booking

The POC for the bulk booking should remove all listed attendees they know will be a no show so they do not remain on the no show dashboard. To identify the POC, click on any of the bulk booking attendees and then click on “view bulk booking” button – the POC details will be displayed here.

Visibility of future bulk bookings

Service Providers also have visibility of future bulk bookings via the Bulk Booking Dashboard. This provides details of the booking’s Point of Contact.

Bulk Booking Report

Base	Type	Name	Start Date	End Date	Number of Attendees	Building Allocated
Enoggera Barracks, QLD	Course	495396 - AMPA Conference 2014	04/05/2014	08/05/2014	80 (80 outstanding)	Q011 (High Density Transit) (Cherry Street)
Enoggera Barracks, QLD	ADF Cadets	Chief of Army Comp prep 2014	12/05/2014	15/05/2014	14 (14 outstanding)	H024 (Transit - All ranks) (Lavarack Parade)
Enoggera Barracks, QLD	ADF Cadets	Chief of Army Team Challenge 2014	15/05/2014	16/05/2014	90 (90 outstanding)	N015 (High Density Transit) (Between Murray Avenue and Dalziel Street)
Enoggera Barracks, QLD	ADF Cadets	Chief of Army Team Challenge 2014 Staff	15/05/2014	16/05/2014	6 (6 outstanding)	H024 (Transit - All ranks) (Lavarack Parade)
Enoggera Barracks, QLD	Course	GRes MOD 1 Offr Promotion - GRes MOD 1 Instructors	04/06/2014	14/06/2014	16 (16 outstanding)	H024 (Transit - All ranks) (Lavarack Parade)
Enoggera Barracks, QLD	Course	GRes Offr Promotion - GRes CAPT Mod 1	06/06/2014	14/06/2014	24 (24 outstanding)	N014 (Transit) (Between Murray Avenue and Dalziel Street)
Enoggera Barracks, QLD	Course	GRes Offr Promotion - GRes MAJ Mod 1	06/06/2014	14/06/2014	24 (24 outstanding)	H023 (Transit - All ranks) (Lavarack Parade)
Enoggera Barracks, QLD	Course	GRes Offr Promotion - GRes CAPT/MAJ Mod 1	06/06/2014	14/06/2014	12 (12 outstanding)	H022 (Transit - All ranks) (Lavarack Parade)
Enoggera Barracks, QLD	Course	GRes Offr Promotion - GRes CAPT Mod 2	11/06/2014	28/06/2014	8 (8 outstanding)	H024 (Transit - All ranks) (Lavarack Parade)
Enoggera Barracks, QLD	Course	GRes Offr Promotion - GRes CAPT MOD 2	13/06/2014	28/06/2014	24 (24 outstanding)	N009 (Transit) (Between Murray Avenue and Dalziel Street)
Enoggera Barracks, QLD	Course	GRes Offr Promotion - GRes Mod 2 Instructors	16/06/2014	28/06/2014	6 (6 outstanding)	H024 (Transit - All ranks) (Lavarack Parade)

Prepare for future arrivals: Allocation Report

Use the Allocation Report to filter and display Occupations (arrivals) or Vacations (departures) for the next 1 day, 7 days or 30 days.



Allocation Report for Enoggera Barracks, QLD

Building	Floor	Room Number	Action	Type	Reason	Occupation Date	Vacation Date	Unit	Rank	Surname	Gender	
H022 (Transit - All ranks)	2	5-C	Occupation	Transit	Duty	04/11/2013	05/11/2013	PTE			Male	
H023 (Transit - All ranks)	1	3-D	Occupation	Bulk	I am attending a course	02/11/2013	19/11/2013	Mr			Male	Yes
H023 (Transit - All ranks)	1	3-C	Occupation	Bulk	I am attending a course	02/11/2013	19/11/2013	Mr			Male	Yes
H023 (Transit - All ranks)	1	3-B	Occupation	Transit	Duty	31/10/2013	01/11/2013	Mr			Male	Yes
			Occupation	Bulk	I am attending a course	02/11/2013	19/11/2013	Mr			Male	Yes
H023 (Transit - All ranks)	1	3-A	Occupation	Transit	Duty	31/10/2013	01/11/2013	CPL			Male	Yes
			Occupation	Bulk	I am attending a course	02/11/2013	19/11/2013	Mr			Male	Yes

You can export data from the Allocation Report to excel or CSV



Allocation Report for Enoggera Barracks, QLD

Building	Floor	Room Number	Action	Type	Reason	Occupation Date	Vacation Date	Unit	Rank	Surname	Gender	Furnished
H022 (Transit - All ranks)	G	1-C	Occupation	Transit	Duty	09/10/2013	18/10/2013	PTE(P)			Male	Yes
H022 (Transit - All ranks)	G	1-A	Vacation	Transit	Duty	30/09/2013	09/10/2013	LS			Male	Yes

Hover the mouse over "building"

You will see 2 export options (excel & CSV). The full report will export into excel or CSV

Choose the number of days

Using the drop down list, click your preferred number of days to view

TIP

Use the daily email notices or the Allocation Report to book and plan March Out and March In inspections in consultation with the Member

Failure to Arrive

The Dashboard shows all arrivals for today in black text. Arrivals for previous days that have not arrived and been checked into the system are shown in **red**.

At 8pm on the day after arrival, the system will send an email to the Member advising them of the failure to arrive. They are told to contact DHA if they still require the booking.

Transit allocations are cancelled after the 3rd day if the Member does not contact DHA to amend the booking. Permanent and Groups are cancelled on the 6th day, however the LIA Contact Centre is also making telephone calls to the Member, Toll, the Member's Unit or the Course Coordinator to ascertain their intentions and amend the booking if necessary.

Service Providers should keep key packs active as long as the booking appears on the Dashboard.

Service Providers do not need to make contact with the Member or take any other action.

Failure to Vacate

The Dashboard shows all departures for today in black text. Departures for previous days that have not yet checked out of the system are shown in **red**.

Service Providers are required to **attempt contact with a Member** who has failed to depart by the time required, particularly for rooms that need to be cleaned for another arrival on the same day.

If the Member requires the room for another day, they should be advised to contact the LIA Contact Centre to amend their booking.

Local check out and key return times should be advised to the Member at the time of check in

If the Member can not be contacted and there is an incoming arrival for the same room, Service Providers should take the **room offline**. This will trigger the incoming booking to tip back into the Unallocated Requests and an Outstanding Issue will be raised for the LIA Contact Centre to ensure a subsequent room is allocated.

Emergency Back-Up Rooms

In some locations emergency back-up rooms are fixed rooms (always the same rooms) and in other locations the emergency back up rooms are identified on a weekly basis depending upon the overall availability of rooms at the Base. Regardless of the means of identifying these rooms, the use of the rooms should be consistent.

Emergency back-up rooms are to resolve short term (no more than a couple of days at most) accommodation needs that occur with little or no notice. Members making use of these facilities should:

- Identify themselves to the Base Duty Officer or equivalent (eg Officer of the Day).
- Request the use of an emergency back-up room and provide the following details:
 - PMKeys
 - Name
 - Phone contact
 - Usual address
- Service Providers will collect keys or the above details each morning.
- Where a room has been used and vacated overnight, the Service Providers will forward the details of the occupant to LIA@DHA.gov.au to be added to the BAS as an allocation (and to indicate the room has been used).

Where the member requires more than one night accommodation, the Service Providers should encourage them to make an online booking or make a booking via the LIA Contact Centre. The Unit is also able to make a booking on behalf of the Member if appropriate. If the member is to remain in the Emergency Room for more than one night, they will still need to contact the LIA CC to ensure the room is reflected as occupied in the BAS.

EMERGENCY ROOM

**PLEASE NOTE: THIS EMERGENCY ROOM IS FOR ONE NIGHT'S ACCOMMODATION ONLY (OR UNTIL NEXT WORKING DAY).
PLEASE READ CAREFULLY THE ATTACHED INFORMATION**

Date of Arrival		Date of Departure	
Time of Arrival		Time of Departure	1000

Accommodation Details	
Building Number	
Room Number	
Member Details	
PM Keys Number	
Rank	
Last Name	
First Name	
Unit	
Unit Visiting	
Reason for Visit	
Mobile Phone Number	
Alternative Contact Number	
- I certify that the above details are correct. - I have read and understood the attached Information. - I will vacate the room by 1000 next working day and will CONTACT DHA (Ph: 139 342 option 1, option 3) to make a new booking for a Transit Room if I wish to extend my stay. - I acknowledge that lost or damaged keys will be replaced at my own expense.	
Signature	

DEPARTURE TIME IS STRICTLY 1000 NEXT WORKING DAY

To make a new reservation, please login to DHA Online Services or contact the DHA LIA Contact Centre on 139 342 (option 1, option 3) or Email: lia@dha.gov.au.

Keys are to be signed back to the Accommodation Management Office between 0730 – 1600 Monday to Friday or to the Garrison Duty Officer after hours.

EMERGENCY ROOM OCCUPATION

PLEASE CAREFULLY READ THE FOLLOWING INFORMATION:

This information is provided to ensure you are aware of the rules associated to the occupation of an emergency room on Base. Please read carefully:

- ✓ Rooms are provided as emergency for no longer than one night or until next working day if weekend. **You must vacate within this timeline** – this room is needed for continued emergency use. *Exceptions to this will only be accepted through Unit approval and notification of this approval to DHA by the Unit Housing Authority.*
- ✓ If a longer occupation is required on Base, you will need to occupy alternate available transit rooms – access DHA Online Services to complete a request for a transit or permanent room (where relevant). If you do not have an Online Services account contact the DHA LIA Contact Centre on 139342 (option 1, option 3).
- ✓ Whilst your occupation will be outlined by the Duty Officer, you should notify the local Base Garrison Contractors (or Accommodation Office) of your occupation the next working day. This is required for occupational health and safety and cleaning requirements for the room.
- ✓ A contribution may be payable for this room and will be automatically processed to ADFPAY.
- ✓ If you are a Member with Dependants (MWD) with other accommodation in this posting location, you are required to obtain approval from your Unit CO/OC to occupy a room on Base, including emergency rooms. You should speak with your Unit regarding your occupation as soon as possible. A higher rate of contribution could apply to your room if you have other suitable accommodation in locality.

If you have any questions regarding the occupation of your emergency room that relate to allocation or contributions please contact the DHA LIA Contact Centre on 139 342 (option 1, option 3).

If you have any questions regarding linen, keys, or room condition refer to the Duty Officer.

Take a Room Offline

Why do it?

- Any time a room is not available to be occupied,
- Reasons can include storage, use by the Mess as an office, vacancy cleaning, or unfit for occupation due to hygiene or safety reasons,
- When maintenance or deep cleaning is scheduled, or
- When a key has not been returned and there is no spare to use for next occupant.

Who can do it?

- Service Providers and LEAP Concierge for Maintenance, Cleaning or Failure to Vacate, or
- Base Management profiles for all other reasons: eg: Storage, Cleaners, etc.

Not all Restricted Rooms appear as Offline

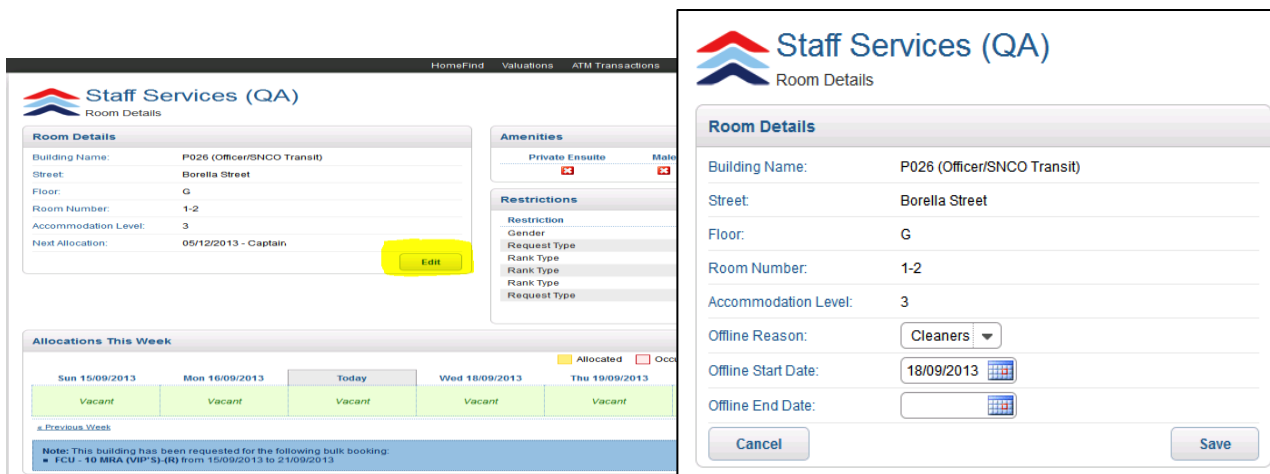
Duty and Emergency Rooms are not "off-line" in the BAS as they are still used as a bedroom. Instead they are restricted for use and not part of any auto-allocation script.

How is it done?

Find the Room using the Building Calendar or Room Report

Click on the Edit button

Select Off-line Reason, start date, end date (optional) and Click "Save"



The image shows two screenshots of the Staff Services (QA) Room Details form. The left screenshot shows the 'Room Details' tab with fields for Building Name, Street, Floor, Room Number, Accommodation Level, and Next Allocation. A yellow 'Edit' button is highlighted. The right screenshot shows the 'Room Details' tab with the 'Offline Reason' dropdown set to 'Cleaners', and 'Offline Start Date' and 'Offline End Date' fields. A 'Save' button is highlighted.

NOTE: as soon as you know when the room will be back online you should enter an end date – this will allow the BAS to commence allocating bookings against the room again.

What if there is a future allocation?

When a room is taken offline and there is a future allocation (not yet arrived and Checked In), the allocation will be cancelled and the booking will move to the Unallocated Requests. A yellow warning message will appear.

Staff Services (SIT) Room Details

Room Details

Setting this room offline will cause a future allocation to be cancelled.

Building Name: A015 (Transit)

Street: NEW ENGLAND HWY

Floor: G

Room Number: 5

Accommodation Level: 1

Offline Reason: Cleaners

Offline Start Date: 15/12/2013

Offline End Date: 18/12/2013

Cancel Confirm

Amenities

Private Ensuite	Male	Female	Unisex	Disabled

Restrictions

Restriction	Value
Request Type	Transit
Request Type	Bulk
Rank Type	Other Ranks
Request Type	Temporary

Modify

Allocations This Week

Allocated Occupied Offline Vacant Anonymous Allocation

Sun 08/12/2013 Mon 09/12/2013 Tue 10/12/2013 Today Thu 12/12/2013 Fri 13/12/2013 Sat 14/12/2013

Allocated
29/11/2013 - 30/11/2013
Anonymous (Course: Mess function)

Vacant

Go to: 08/12/2013

Previous Week Next Week

The system will attempt to **auto-allocate** another suitable room for the booking.

An Outstanding Issues flag will be raised and the LIA Contact Centre will be monitoring the request to ensure it is reallocated to another room.

What if someone is occupying the room?

If a Member is occupying the room when it is taken offline, the system **will not reallocate** the Member to another room. If the reason for taking the room offline also means that the room can not be occupied, then the Member needs to be **manually moved** to another room.

Service Providers can telephone the DHA Contact Centre to book the Member into another room, or on-base personnel (DSRG, the Member's Unit, etc) can also make the booking.

The system will allow the Member to stay in an offline room. This allows the Service Provider to ensure that no future allocations are made in the room after the Member is scheduled to Check Out.

Back to Back Bookings

Weekdays

The BAS will accept back to back bookings on week days, so a person could vacate a room on the same day the next person is arriving.

Service Providers should use the Allocation Report to determine where rooms need to be turned around in the same day.

Weekends and Public Holidays

The BAS will **NOT** allow back to back bookings on weekends when cleaners are not available to turn the room around.

Where a user attempts to make a back to back booking on weekends or public holidays the BAS will display a message advising the user to contact DHA.

The LIA Contact Centre can over ride this restriction in circumstances where DSRG and the Service Provider agree that the weekend room servicing can be completed.

Short Notice Requests

2pm cut-off

Any individual or bulk booking request made after 2pm for that night – or after 2pm Friday for Friday through Sunday night is considered a short notice request.

It is not possible for an auto-allocation or manual allocation to be made for short notice requests.

Any user requesting LIA after 2pm for that evening – or after 2pm Friday for Saturday or Sunday night will receive the message shown below.



Apply for LIA

✖ Your request for LIA can not be confirmed because the Garrison accommodation service provider is unable to issue room keys on short notice without prior arrangement. Please call 139 DHA (342) to determine whether on base accommodation can be provided.

Date of Birth: 01/01/1900

LIA Start Date: 27/09/2013

LIA End Date: 28/09/2013

Type of LIA Request: Transit

Reason for LIA Request: Duty

LIA Base: Enoggera Barracks, QLD

Marital Categorisation:

☐ Member with Dependants

☒ Member without Dependants

☐ Member with Dependants (unaccompanied)

Cancel **Submit**

Members and Defence APS can still make short notice requests by telephoning the LIA Contact Centre. Short notice bookings will only be made after the LIA Contact Centre telephones the on-base Service Provider to confirm if a room is ready to occupy and a key pack can be prepared prior to arrival.

Base Management

Take a Building Offline

Why do it?

- Unsuitable for occupation
- To be decommissioned
- New Building
- Stand Down/Reduced Activity Periods
- Renovation/Upgrade

Reminder when Room or Building is due back on-line

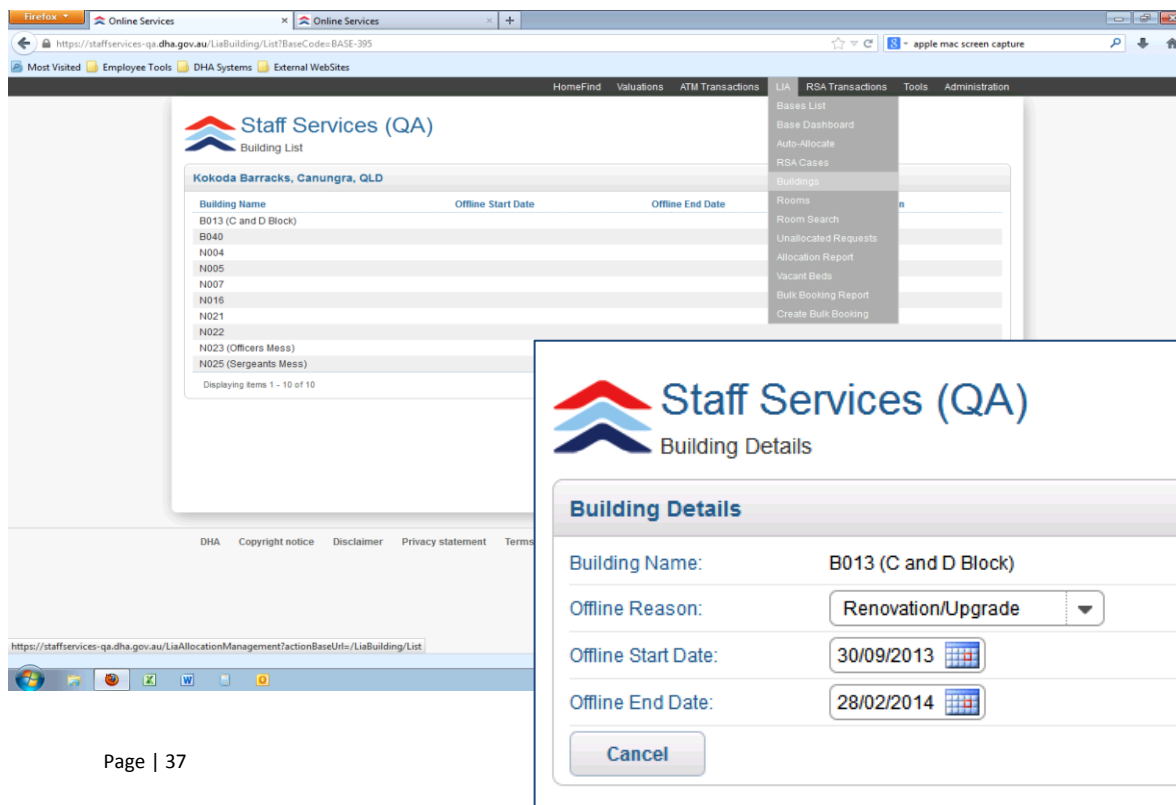
The BAS will send an email in the days prior to a Building or Room coming back on-line. If no action is taken, the BAS will consider the rooms available for allocation.

Who can do it?

Defence personnel assigned Base Management roles are able to take buildings off-line. Service Providers can also take buildings offline for cleaning purposes.

How is it done?

Access the Building Report via the LIA menu and select the building to be taken off-line. Select the Off-line reason, enter the start and end date (optional) and click "save".



The screenshot shows the Staff Services (QA) interface. The main window displays a list of buildings under the heading "Kokoda Barracks, Canungra, QLD". The list includes columns for Building Name, Offline Start Date, and Offline End Date. The buildings listed are B013 (C and D Block), B040, N004, N005, N007, N016, N021, N022, N023 (Officers Mess), and N025 (Sergeants Mess). A modal window titled "Building Details" is open, showing the details for Building B013 (C and D Block). The form includes fields for Building Name, Offline Reason (set to Renovation/Upgrade), Offline Start Date (30/09/2013), and Offline End Date (28/02/2014). There are "Cancel" and "Save" buttons at the bottom of the modal.

Change Base Room Rules

Changing Room Rules

It is recommended that any changes to room rules at a base level (eg which Unit is to have specific access to which specific building or rooms) should be communicated to the LIA Contact Centre in writing – clearly reflecting the authority of the individual requesting the change.

It is also requested that no significant changes be made to room rules once confirmed in the project implementation workshops. This will allow the BAS to settle into operation before making any significant changes.

Base and Unit Management

Outstanding Issues – What do I do?

Outstanding Issues are flagged against requests when a decision, approval or action is required before an allocation can be confirmed. In some instances, the LIA Contact Centre will action Outstanding Issues and in others, a person on base, usually the Member's Unit is required to make a decision before the request can be confirmed.

If an Outstanding Issue requires a decision, approval or action is required by the Unit, the system will automatically send an email to the nominated Unit Representatives.

The following scenarios will be referred to Unit Representatives for action:

- Mandatory Member
- Tenancy in Same Location
- Approval Required
- Manual Allocation Required

Instructions on what Units need to do in each of these scenarios are outlined on the subsequent pages.

The following scenarios are managed by the Service Provider, the DHA LIA Contact Centre and DSRG and are visible to Unit personnel for information. There may be occasions where the matter is referred to Unit Representatives to assist in resolution.

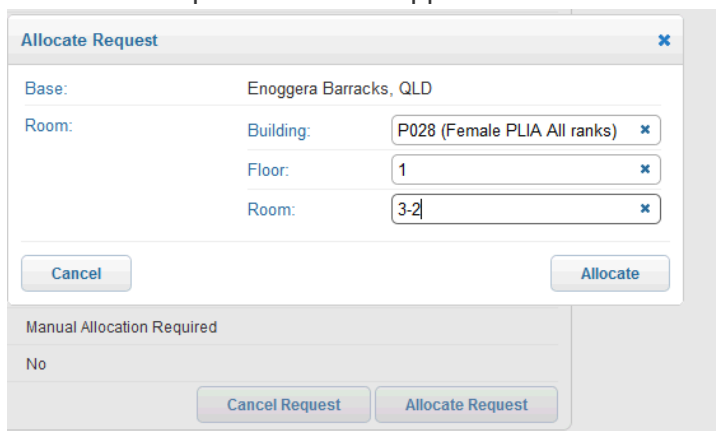
- Failure To Vacate
- Allocation Cancelled Due to Room Offline
- Change of Vacate Date Conflict

Outstanding Issue: Mandatory Member

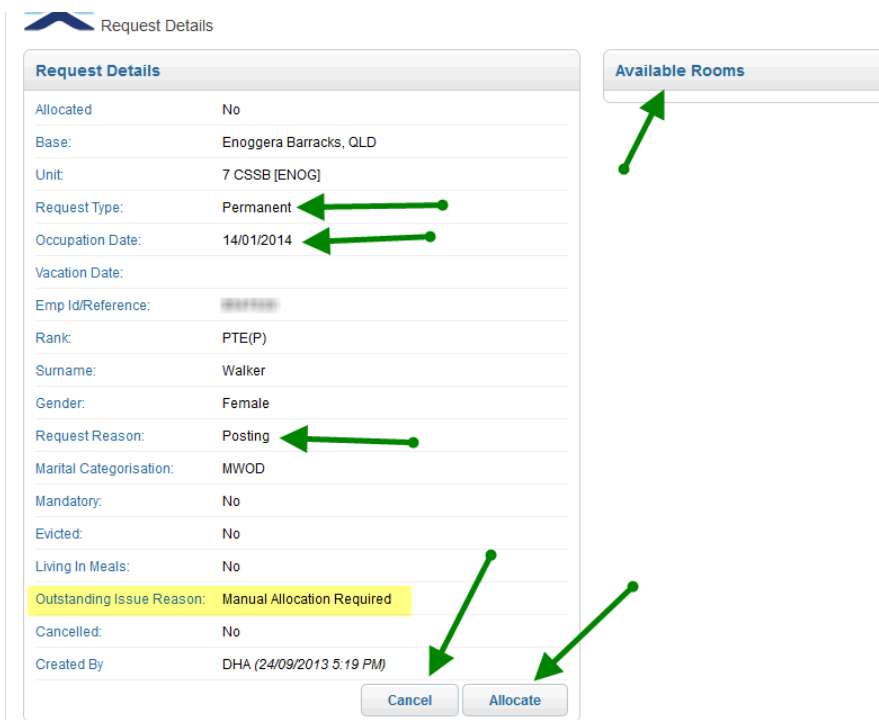
If a Posting Order is received by Toll/DHA for a Member who is deemed required to occupy LIA unless otherwise approved to live off-base under PACMAN, and the system is not able to auto-allocate that Member into an LIA room in accordance with the agreed rules for that site, an Outstanding Issue flag will be raised and an email sent to the Unit. Remember, the BAS will stop looking for LIA for Toll/DHA requests 12 business days before the Member leaves their losing locality.

The CO/OC/XO (not below the rank of MAJ(E) is required to either:

1. Cancel the request which will approve the member to live off-base,



2. Or, evict another member (approving that Member to live off-base) and manually allocate the mandatory member to the now vacated room. **See separate information on Eviction,**
3. Or, allocate a specific room that the BAS is not authorised to auto-allocate to (eg: a different rank group or a Unit Managed room).

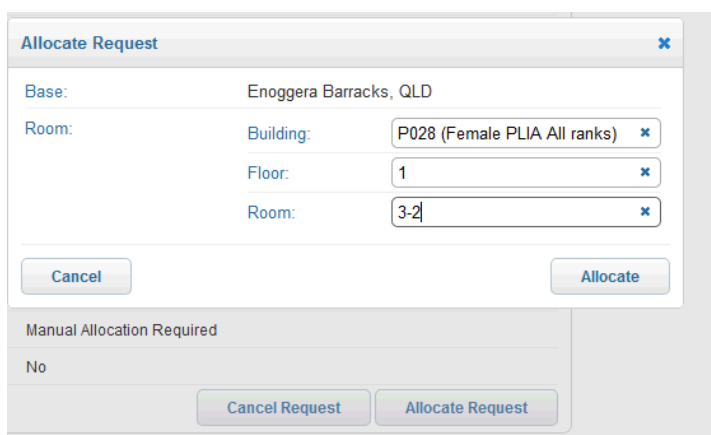


Request Details	
Allocated	No
Base:	Enoggera Barracks, QLD
Unit:	7 CSSB [ENOG]
Request Type:	Permanent
Occupation Date:	14/01/2014
Vacation Date:	
Emp Id/Reference:	
Rank:	PTE(P)
Surname:	Walker
Gender:	Female
Request Reason:	Posting
Marital Categorisation:	MWOD
Mandatory:	No
Evicted:	No
Living In Meals:	No
Outstanding Issue Reason:	Manual Allocation Required
Cancelled:	No
Created By	DHA (24/09/2013 5:19 PM)

Outstanding Issue: Tenancy in Same Location

If a Member requests LIA in a location where they already occupy a suitable housing solution, an Outstanding Issue flag will be raised against the request. The system will not allocate a room until the Unit has approved the request. The PACMAN delegate for this approval is the Member's CO/OC or XO not below the rank of MAJ(E). The CO/OC/XO, not below the rank of MAJ(E), is required to either:

1. Allocate the request (and therefore approve the request under PACMAN), or
2. Cancel the request.



Allocate Request

Base: Enoggera Barracks, QLD

Room: Building: P028 (Female PLIA All ranks) x

Floor: 1 x

Room: 3-2 x

Cancel Allocate

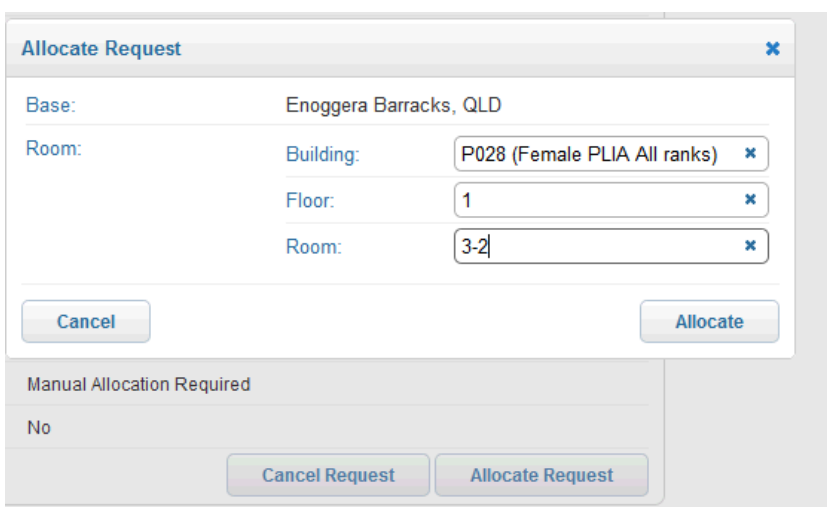
Manual Allocation Required

No

Cancel Request Allocate Request

Outstanding Issue: Approval Required

This Outstanding Flag is raised where the local room rules require someone on the base to approve a request before the system proceeds to auto-allocation. Once the Unit approves or cancels the request, the LIA CC will clear the Outstanding Flag.



Allocate Request

Base: Enoggera Barracks, QLD

Room: Building: P028 (Female PLIA All ranks) x

Floor: 1 x

Room: 3-2 x

Cancel Allocate

Manual Allocation Required

No

Cancel Request Allocate Request

Outstanding Issue: Manual Allocation Required

This Outstanding Issue flag is raised where the local room rules have identified that only Unit personnel can allocate rooms to incoming requests. It may also be raised when the system has exhausted the auto-allocation options but the base has determined that manual allocation with Unit approval is required before the Member is referred to other housing solutions. Once the Unit allocates a room to the request, the LIA CC will clear the Outstanding Flag.

 Request Details

Request Details	
Allocated	No
Base:	Enoggera Barracks, QLD
Unit:	7 CSSB [ENOG]
Request Type:	Permanent
Occupation Date:	14/01/2014
Vacation Date:	
Emp Id/Reference:	
Rank:	PTE(P)
Surname:	Walker
Gender:	Female
Request Reason:	Posting
Marital Categorisation:	MWOD
Mandatory:	No
Evicted:	No
Living In Meals:	No
Outstanding Issue Reason:	Manual Allocation Required
Cancelled:	No
Created By	DHA (24/09/2013 5:19 PM)

Available Rooms

Cancel

Allocate

The following Outstanding Flags are managed by the DHA LIA Contact Centre in consultation with the Service Providers and DSRG Base personnel.

Outstanding Issue: Failure to Vacate

The BAS assumes a member will vacate their room on the last day of their booking by 12pm. If they have not been “checked out” by 8pm that night, the system will flag the Member as a Failure to Vacate.

When this occurs, Service Providers will attempt to locate the Member on Base and have them amend their booking online or via the DHA LIA Contact Centre. If the Service Provider can not contact the Member, they may escalate the issue to DSRG Base Services personnel or to the Unit that manages the accommodation to arrange for the Member’s belongings to be removed from the room.

Outstanding Issue: Allocation Cancelled due to Room Offline

From time to time, Service Providers or DSRG staff need to take rooms or buildings offline. If the offline period conflicts with a future booking and a room is not available, the system will raise an Outstanding Flag and move the booking to the Unallocated Requests report.

The LIA CC will monitor these bookings and where necessary telephone the respective Base representative to discuss relative priorities and any deconflicting that may need to occur.

Outstanding Issue: Change of Vacate Date Conflict

If for any reason a Member of Unit changes the dates of a booking that results in a conflict with another booking, an Outstanding Flag will be raised. The LIA CC will attempt to deconflict the two bookings and where this is not possible, telephone the respective Base representative to discuss relative priorities and any deconflicting that may need to occur.

Stand Down and Reduced Activity Periods

From time to time it will be determined that a base undertakes a period of either stand down or reduced activity. To ensure this decision is reflected in the tempo of LIA bookings, the BSM or SADFO will need to reflect the Stand Down or Reduced Activity Period by taking buildings or the whole base offline.

Taking any room, building or base offline will ensure no bookings are made in a building for the duration of the Stand Down or Reduced Activity Period.

The BSM or SADFO should advise this requirement in writing to LIA@DHA.gov.au. It is preferable that maximum notice be given for these periods however it is recognized that such notice is not always possible.

Where future bookings will be impacted by the Stand Down or Reduced Activity Period, DHA will advise each affected Member accordingly.

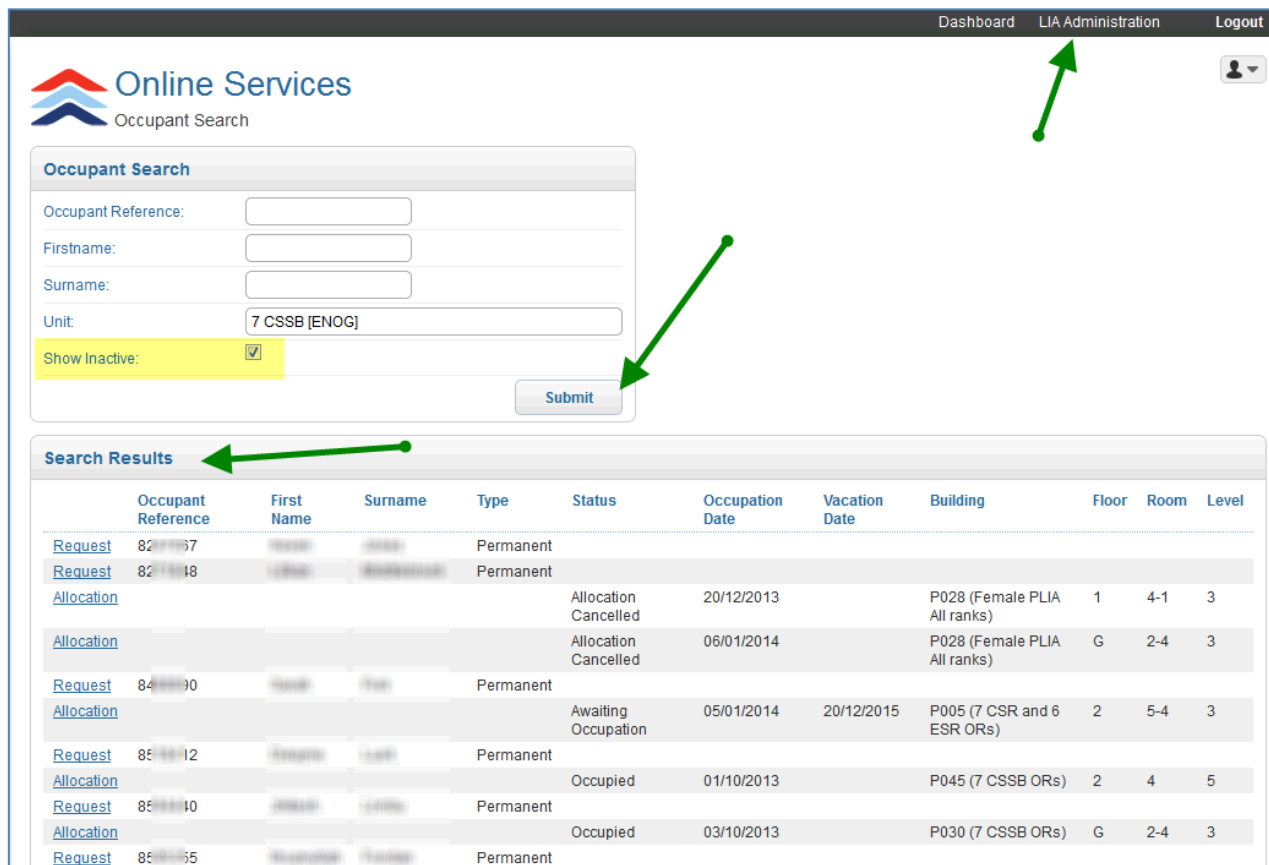
Occupant Search

Why do it?

When seeking to find where a Member on your base who either currently occupies a room or has a room allocation for a future date.

How is it done?

From the “LIA Administration” menu, select “Occupant Search” to display the following screen. Enter any of the known details to return the search results.



	Occupant Reference	First Name	Surname	Type	Status	Occupation Date	Vacation Date	Building	Floor	Room	Level
Request	8200057	David	Smith	Permanent							
Request	8200048	John	Anderson	Permanent							
Allocation					Allocation Cancelled	20/12/2013		P028 (Female PLIA All ranks)	1	4-1	3
Allocation					Allocation Cancelled	06/01/2014		P028 (Female PLIA All ranks)	G	2-4	3
Request	8400090	David	Yip	Permanent							
Allocation					Awaiting Occupation	05/01/2014	20/12/2015	P005 (7 CSR and 6 ESR ORs)	2	5-4	3
Request	8500012	David	Lee	Permanent							
Allocation					Occupied	01/10/2013		P045 (7 CSSB ORs)	2	4	5
Request	8500040	David	Smith	Permanent							
Allocation					Occupied	03/10/2013		P030 (7 CSSB ORs)	G	2-4	3
Request	8500035	David	Smith	Permanent							

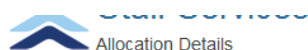
Cancel Allocation vs Cancel Booking

Why do it?

A requirement exists to move a member out of a room they have been allocated but not yet occupied or to cancel a booking altogether.

Who can do it?

SADFO, Base Management roles and personnel with the Approving Authority role (usually Unit COs and senior staff) and Unit Management roles.



Allocation Details	
Request Type:	Transit
Allocation Type:	Automatic
Expected Start Date:	Wed 9/10/2013
Expected End Date:	Fri 18/10/2013
Emp Id/Reference:	00000
Rank/Title:	Private Proficient
First Name:	John
Surname:	Smith
Gender:	Male
Cancelled:	☐

[View request](#)
[Cancel Allocation](#)
[Cancel Request](#)
[Modify Allocation](#)

Room Details	
Base:	Enoggera Barracks, QLD
Building Name:	H022 (Transit - All ranks)
Floor:	G
Room Number:	1-C

[View details](#)
[Change Room](#)

Cancel Allocation

Cancels the current room allocation only

Tips the request for accommodation back into the system to find a different room

Cancel Request

Cancels the entire request for LIA accommodation

Tips the request out of LIA and towards RA (for PLIA) or a notice of Nil LIA (for transit)

Changing Rooms (Swap)

Why do it?

A requirement exists to move a member from one room to another.

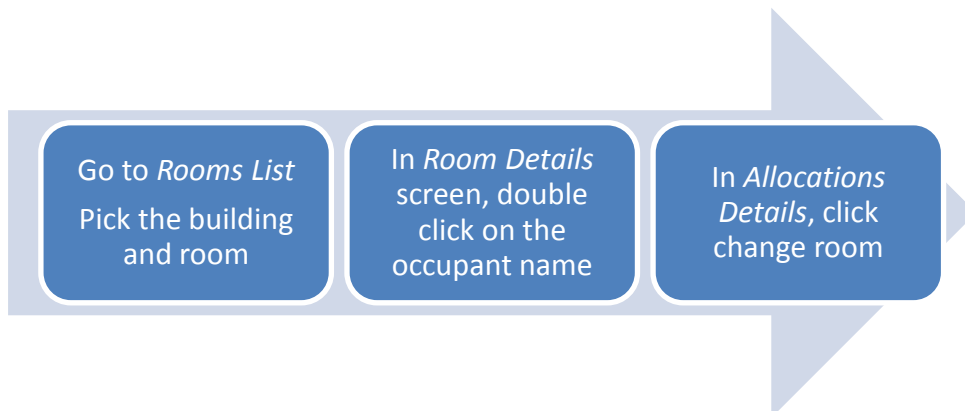
Who can do it?

SADFO, Base Management roles and personnel with the Approving Authority role (usually Unit COs and senior staff) and Unit Management roles.

Note: Members are not able to change rooms without some form of approval from the Base Management group, their Unit or their course coordinator.

Room Change Reasons

1. Room no longer available
2. Room required for exercise
3. Maintenance required
4. Disciplinary
5. Member initiated
6. CO discretion
7. Licence to live-in ended.



Room List

Enoggera Barracks, QLD								
Q132 (8/9 RAR ORs)	Floor...	Room	Available Beds	Rank	Surname	Occupation Date	Vacation Date	Status
Q132 (8/9 RAR ORs)	1	1	1					Vacant
Q132 (8/9 RAR ORs)	1	2	1	Private Proficient		01/02/2013	11/10/2013	Occupied
Q132 (8/9 RAR ORs)	1	3	1	Lance Corporal		19/05/2011		Occupied
Q132 (8/9 RAR ORs)	1	4	1	Private	Dennis	01/02/2013		Occupied

Room Details

Room Details

Building Name: Q132 (8/9 RAR ORs)

Street: Cherry Street

Floor: 1

Room Number: 4

LEAP: ☒

Accommodation Level: 5

Next Allocation: No future allocations

Edit

Amenities

Private Ensuite	Male	Female	Unisex	Disabled
☒	☒	☒	☒	☒

Restrictions

Restriction	Value
Request Type	Permanent
Rank Type	Other Ranks
Unit	8/9 RAR [ENOG]

Modify

Allocations This Week

☒ Allocated
 ☒ Occupied
 ☐ Offline
 ☐ Vacant
 ☐ Bulk Booking

Sun 06/10/2013
 Mon 07/10/2013
 Tue 08/10/2013
 Today
 Thu 10/10/2013
 Fri 11/10/2013
 Sat 12/10/2013

Occupied 26/10/2010 - No End Date PTE(P)~

[Previous Week](#)
[Next Week](#)

Allocation Details

Allocation Details

Request Type: Permanent

Allocation Type: Automatic

Expected Start Date: Tue 26/10/2010

Actual Start Date: Tue 26/10/2010

Expected End Date:

Emp Id/Reference: 65401

Rank/Title: Private Proficient

First Name: L

Surname: L

Gender: Male

Unit: 8/9 RAR [ENOG]

Cancelled: ☐

View request

Room Details

Base: Enoggera Barracks, QLD

Building Name: Q132 (8/9 RAR ORs)

Floor: 1

Room Number: 4

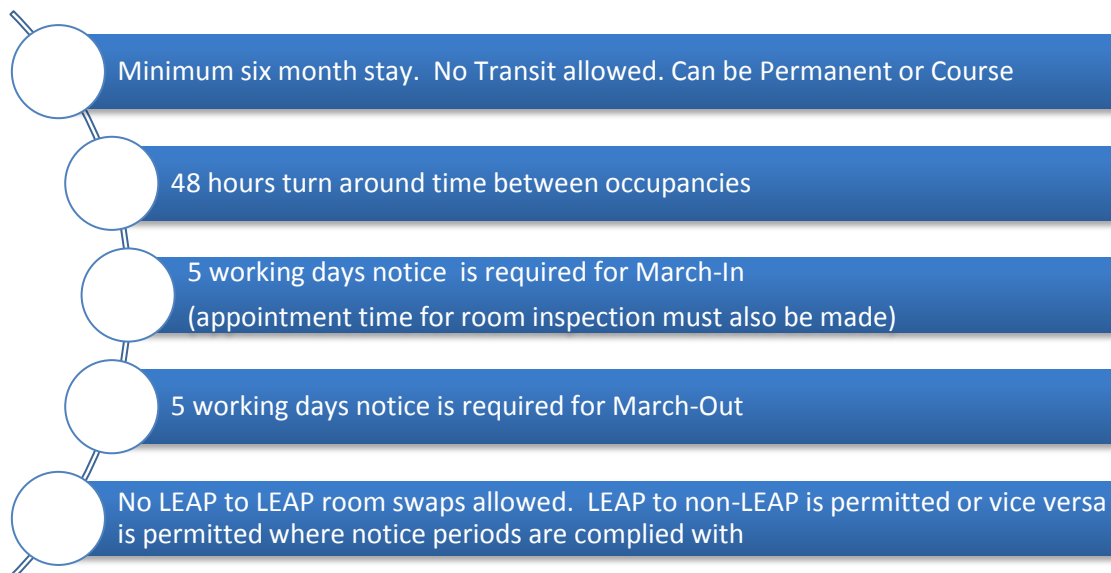
[View details](#)
[Change Room](#)

Single LEAP

Additional restrictions

Single Living Environment Accommodation Precinct (LEAP) is level 5 accommodation that is managed under a separate national contract.

LEAP Buildings will appear on Unit and Base Dashboards. However, even if a Unit has been allocated LEAP rooms as part of the base allocation rules, there are **additional restrictions** governing how this accommodation can be used. These are:



Communications Protocol in exceptional circumstances

Defence and Plenary, the LEAP contractor can agree to waive one or more of these restrictions. There may be costs incurred by the requesting Unit in these situations. Any proposal to for a LEAP allocation outside of the above requirements are to be raised in writing with Plenary via the Base Services Manager.

Manual Allocation

i Plenary need to have agreement with NCAM for short notice booking before allocation can occur - proceed if approval obtained.

Employee ID:	8107935
Rank/Title:	Private Proficient
First Name:	[REDACTED]
Surname:	[REDACTED]
Gender:	Male
Date of Birth:	28/08/1975
LIA Start Date:	18/09/2013

Change PersonConfirm

Manual Room Allocation

Why do it?

- > When you want to allocate someone to a specific room,
- > To make a booking into a Unit Managed VIP room,
- > To assign a **Mandatory Member** to a room after exercising an Eviction, or
- > Anytime you want to over-ride the auto-allocation rules, eg: rank, gender, Unit etc

Who can do it?

SADFO, Base Management roles and personnel with the Approving Authority role (eg: Unit COs and senior staff) and Unit Management roles. The LIA Contact Centre can also provide assistance.

Service Providers and LEAP Concierge do not have the ability to make a manual allocations.

How is it done?

There are two ways you can do a manual room allocation. From the Room Details Screen and from the Unallocated Requests Report.

From an Unallocated Request

From the Unallocated Requests Report click on the booking you want to manually allocate to display the Request Details (below). Identify the room you wish to allocate from the Available Rooms list on the right hand side of the screen and click "Allocate Request"

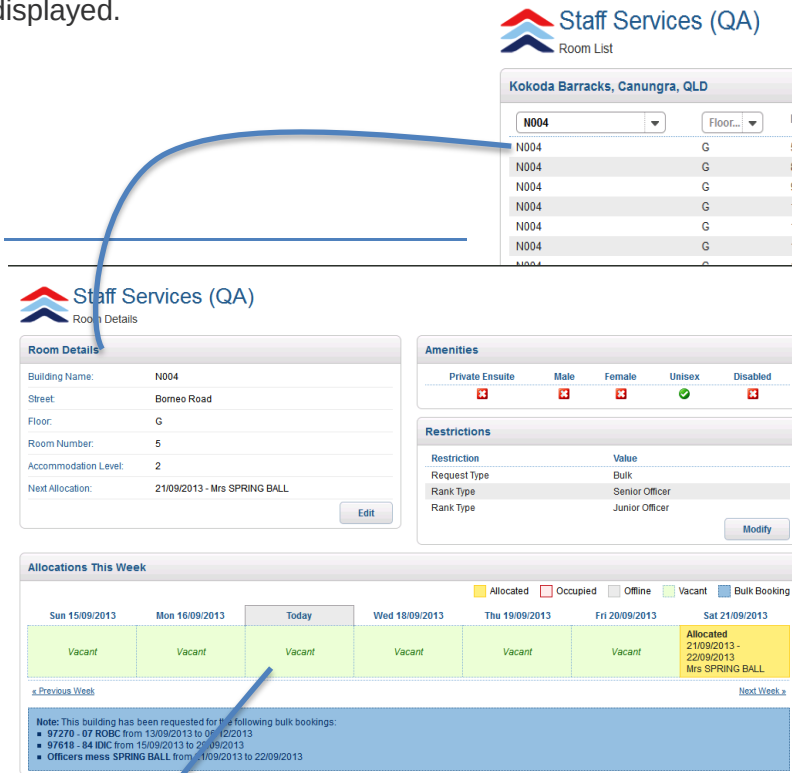
Staff Services (QA)			
Unallocated Requests			
Unallocated requests at Kokoda Barracks, Canungra, QLD			
Occupation Date	Vacation Date	Emp Id/Reference	Rank
13/09/2013	06/12/2013	8588975	Private Trainee
25/09/2013	26/09/2013	8221649	Warrant Officer C2
25/09/2013	26/09/2013	8236925	Warrant Officer C2
25/09/2013	26/09/2013	8592441	Lieutenant
22/09/2013	26/09/2013	8244214	Major
30/09/2013	11/10/2013	8561772	Sergeant
30/09/2013	11/10/2013	8242212	Sergeant
30/09/2013	11/10/2013	8260435	Major
30/09/2013	11/10/2013	8245808	Warrant Officer C2
			Lieutenant Colonel

Request Details	
Allocated	No
Base:	Kokoda Barracks, Canungra, QLD
Unit:	DINTTC [KOKO]
Request Type:	Bulk
Occupation Date:	13/09/2013
Vacation Date:	06/12/2013
Emp Id/Reference:	8588975
Rank:	Private Trainee
Surname:	Elleray
Gender:	Female
Request Reason:	I am attending a course
Marital Categorisation:	MWOD
Mandatory:	☐
Evicted:	☐
Living In Meals:	☐
Outstanding Issue Reason:	Room Offline
Cancelled:	☐
Remove Outstanding Flag Cancel Request Allocate Request	

Available Rooms		
Building	Floor	Room
N016	1	2
N016	1	7
N016	1	8
N016	1	9
N016	1	10
B040	1	17
B040	1	19
B013 (C and D Block)	3	4 (D)
B013 (C and D Block)	3	5 (D)
B013 (C and D Block)	3	6 (D)
B013 (C and D Block)	3	7 (D)
B013 (C and D Block)	3	8 (D)
B013 (C and D Block)	3	9 (D)
B013 (C and D Block)	3	11 (D)
B013 (C and D Block)	3	12 (D)
B013 (C and D Block)	3	13 (C)
B013 (C and D Block)	3	13 (D)
B013 (C and D Block)	3	14 (D)

From the Room Details Screen

From the Rooms menu to display the Rooms List select the building you want from the drop down list and then click on the room you wish to make a manual allocation for. The Room Details screen will be displayed.



Staff Services (QA) Room List

Kokoda Barracks, Canungra, QLD

Room	Available Beds	Rank	Surname	Occupation Date	Vacation Date	Status
N004	5	1				Vacant
N004	8	1				Vacant
N004	9	1				Vacant
N004	13	1				Vacant
N004	14	1				Vacant
N004	17	1				Offline
N004	19	1				Vacant
N004	2	1	Lieutenant	13/09/2013	13/12/2013	Occupied
N004	3	1				Vacant
N004	4	1				Vacant
N004	5	1				Vacant

Room Details

Building Name: N004
Street: Borneo Road
Floor: G
Room Number: 5
Accommodation Level: 2
Next Allocation: 21/09/2013 - Mrs SPRING BALL

Amenities

Private Ensuite: ☒ Male: ☒ Female: ☒ Unisex: ☒ Disabled: ☒

Restrictions

Restriction	Value
Request Type	Bulk
Rank Type	Senior Officer
Rank Type	Junior Officer

Allocations This Week

Sun 15/09/2013	Mon 16/09/2013	Today	Wed 18/09/2013	Thu 19/09/2013	Fri 20/09/2013	Sat 21/09/2013
Vacant	Vacant	Vacant	Vacant	Vacant	Vacant	Allocated 21/09/2013 - 22/09/2013 Mrs SPRING BALL

Note: This building has been requested for the following bulk bookings:
 • 97270 - 07 ROBC from 13/09/2013 to 09/12/2013
 • 97618 - 84 IDC from 15/09/2013 to 20/09/2013
 • Officers mess SPRING BALL from 11/09/2013 to 22/09/2013

Click once anywhere on the Room Calendar to display the Manual Allocation Screen (below).

Enter the PMKEYS Number of the Member you wish to manually allocate to this room or use the drop down to allocate to a Defence Civilian or Other

Staff Services (QA) Manual Allocation

Room Details

Building Name: N004
Street: Borneo Road
Floor: G
Room Number: 5
Accommodation Level: 2
Next Allocation: No future allocations

Amenities

Private Ensuite: ☒ Male: ☒ Female: ☒ Unisex: ☒ Disabled: ☒

Restrictions

Restriction	Value
Request Type	Bulk
Rank Type	Senior Officer
Rank Type	Junior Officer

Unallocated Requests

Occupation Date	Vacation Date	Emp Id/Reference	Rank	Surname	Type	Reason
01/09/2013	20/12/2013	OL000196	Mrs		Transit	Duty

Manual Allocation

Occupant Type: Member
Employee ID:

Search

To finalise the Manual Allocation, enter the start and end date, Type of LIA Request (from the drop down list), reason for LIA and click “confirm”.

Manual Allocation

Employee ID:	8107935
Rank/Title:	Private Proficient
First Name:	[REDACTED]
Surname:	[REDACTED]
LIA Start Date:	18/09/2013 
LIA End Date:	19/09/2013 
Type of LIA Request:	Transit 
Reason for LIA Request:	Duty 
Marital Categorisation:	☒ Member with Dependants ☐ Member without Dependants ☐ Member with Dependants (unaccompanied)

Change Person
Confirm

Yellow warning messages will be displayed if your manual allocation contravenes any of the auto-allocation rules. These can be “clicked through”. The screen below will display to confirm the manual allocation has been completed.

 Person has been successfully allocated to the selected room



Staff Services (QA)

Allocation Details

Allocation Details

Request Type:	Transit
Allocation Type:	Manual
Allocated By:	DHADEV\bronyng
Expected Start Date:	Wed 18/09/2013
Expected End Date:	Thu 19/09/2013
Emp Id/Reference:	8107935
Rank/Title:	Private Proficient
First Name:	[REDACTED]
Surname:	[REDACTED]
Gender:	Male
Cancelled:	☐

View request
Cancel Allocation
Cancel Request
Modify Allocation

Room Details

Base:	Kokoda Barracks, Canungra, QLD
Building Name:	N004
Floor:	G
Room Number:	5

View details
Change Room

Auto-Allocation

Why do it?

- When you want to make an LIA booking for someone else, for example: Member breakdown of marriage needs transit LIA accommodation, and
- You don't care which room is allocated, as long as it is in line with the room allocation rules.

Who can do it?

SADFO, Base Management roles and personnel with the Approving Authority role (eg: Unit COs and senior staff) and Unit Management roles. The LIA Contact Centre can also provide assistance.

Service Providers and LEAP Concierge do not have the ability to make an auto-allocated booking.

How is it done?

From the LIA menu, select Auto-Allocate and enter the PMKeys number of the Member you wish to book a room for. The system will display the Member's rank, first name and surname. Enter the start date, end date, type of request (Permanent, Transit, etc), reason for LIA (from the drop down list) and specify the Member's Unit before clicking "confirm".


Staff Services (QA)
Auto-Allocate

Auto-Allocate

Employee ID:	8585059
Rank:	Private
First Name:	Benjamin
Surname:	Parker
LIA Start Date:	
LIA End Date:	
Type of LIA Request:	
Reason for LIA Request:	Army unit with response notice of 28 days
Unit:	
Marital Categorisation:	☒ Member with Dependants ☒ Member without Dependants ☐ Member with Dependants (unaccompanied)

Change Member
Confirm

The screen below will confirm if a room has been allocated (if the start date is imminent) or if the request has been received and awaiting allocation. If the request is unallocated, it can be viewed and amended in the Unallocated Request Report.

✓ Member has been auto-allocated to Building: B040, Floor: G, Room: 53

Staff Services (QA) Allocation Details

Allocation Details		Room Details	
Request Type:	Transit	Base:	Kokoda Barracks, Canungra, QLD
Allocation Type:	Automatic	Building Name:	B040
Expected Start Date:	Wed 18/09/2013	Floor:	G
Expected End Date:	Wed 25/09/2013	Room Number:	53
Emp Id/Reference:	8585059	View details Change Room	
Rank/Title:	Private		
First Name:	Benjamin		
Surname:	Parker		
Gender:	Male		
Cancelled:	☐		
View request Cancel Allocation Cancel Request Modify Allocation			

Cancel Allocation

Retains the booking but tips the request back into the auto-allocation process

Do this when you don't want the Member to go into this room or require the room for another purpose

Modify Allocation

Allows you to change the end date
If start date needs changing, cancel the Request and start again

Cancel Request

Cancels the allocation and the booking as well
Do this when you don't want the Member on-base, or the booking is no longer required

If Permanent, Cancel Request will tip the Member to RA
Transit bookings will be issued a certificate of Nil LIA Availability

Evicting a Member

Why do it?

- To accommodate an incoming Mandatory Member where no other suitable LIA vacancy exists,
- At the Member's request as formal approval to live off,
- Member is promoted from one rank group to another, or
- Any time you want someone to vacate an occupied room.

The removal of Partial Rental Assistance under PACMAN Policy in July 2013 means that more Members are now eligible for full Rental Assistance earlier in their career and also reduces the requirement for Unit CO's to evict Members out of LIA in order to be eligible for RA.

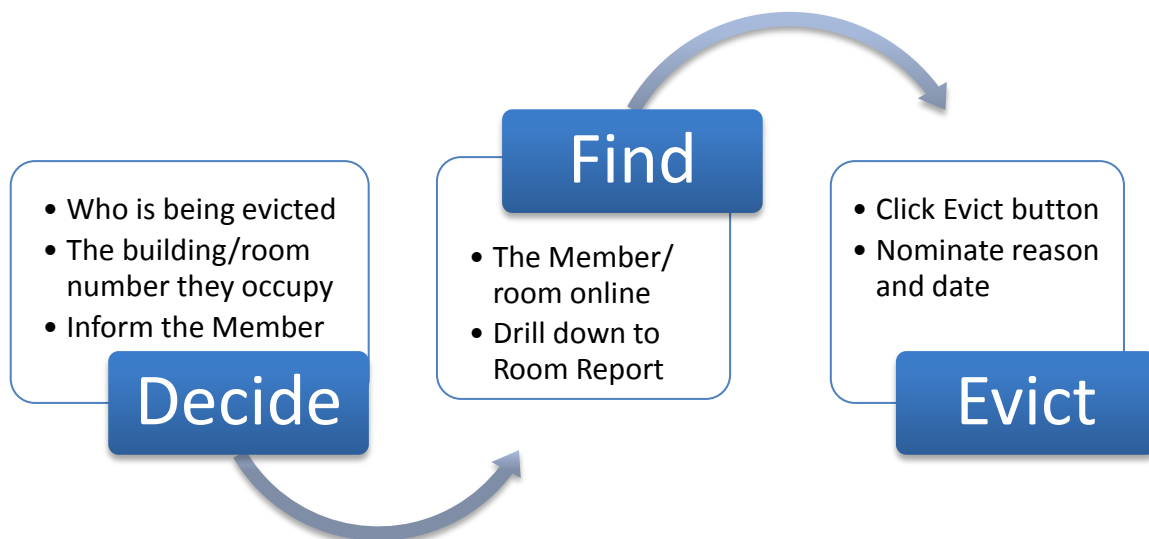
Who can do it?

Under PACMAN the formal eviction is exercised only by Member's CO/OC or an XO or other officer above the rank of Major (E). In the BAS, this is Approving Authority. The delegate must be in the Member's direct chain of command or Commanding the base where the Member lives in.

TIP

Ensure a representative from the Base or Unit informs the Member that they are about to be evicted before the eviction is completed on-line

How is it done?



What happens next?

Once you action an eviction, the Member will receive an email from DHA confirming the eviction dates and advising the Member that they are now pre-approved for RA via DHA Online. A yellow alert message will appear at the top of the Room Details report until the Member vacates the room.

Evicting Member A to make way for incoming Mandatory Member B

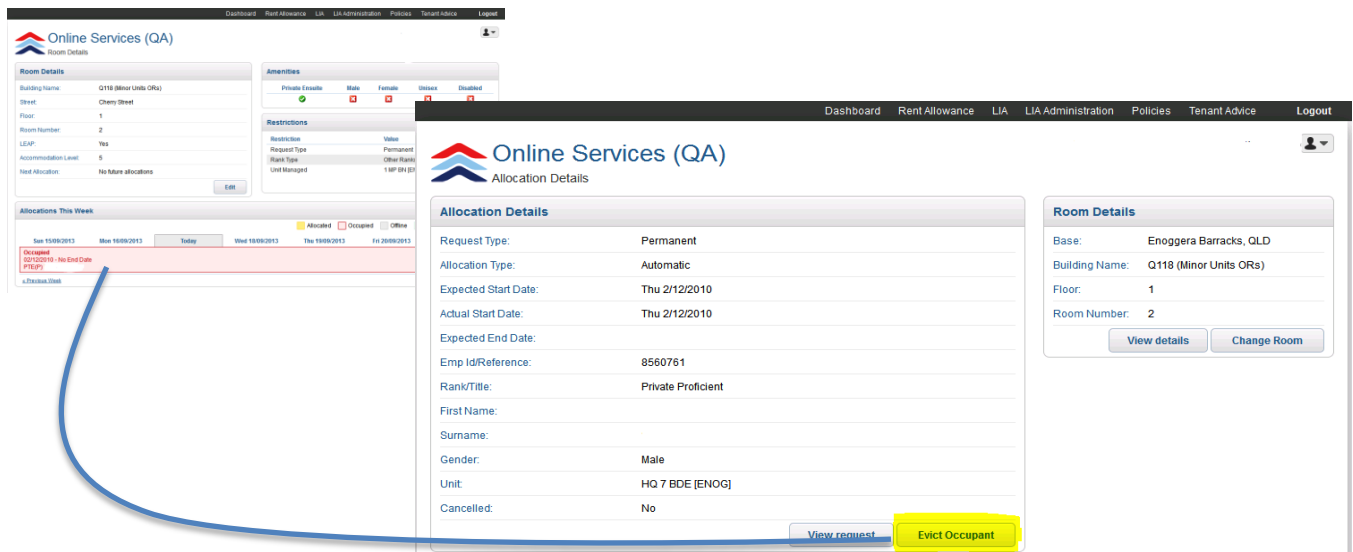
You have **one hour** from the time you evict Member A to manually allocate Member B to the soon to be vacated room



1. Find the Member being evicted and click on the Room/Member details

Dashboard Rent Allowance LIA LIA Administration Policies Tenant Advice Logout								
Online Services (QA) Room List								
Enoggera Barracks, QLD								
Q118 (Minor Units ORs)	Floor...	Room	Available Beds	Rank	Surname	Occupation Date	Vacation Date	Status
Q118 (Minor Units ORs)	1	2	1	Private Proficient	S	02/12/2010		Occupied
Q118 (Minor Units ORs)	1	3	1	Private	J.	23/11/2012		Occupied
Q118 (Minor Units ORs)	1	4	1	Corporal	Al	09/09/2013		Allocated
Q118 (Minor Units ORs)	1	5	1	Private Proficient	Bl	02/05/2013		Occupied
Q118 (Minor Units ORs)	1	6	1	Private Proficient	F.	03/12/2012		Occupied

2. Click on the Red Occupied calendar entry, then Click Evict Occupant



The screenshot shows the 'Online Services (QA)' interface. On the left, the 'Room Details' panel shows 'Q118 (Minor Units ORs)' with a red box around the 'Evict Occupant' button. On the right, the 'Allocation Details' panel shows 'Q118 (Minor Units ORs)' with a red box around the 'Evict Occupant' button. A blue arrow points from the 'Evict Occupant' button in the 'Room Details' panel to the 'Evict Occupant' button in the 'Allocation Details' panel.

3. Select reason for eviction and nominate date - 28 days minimum recommended

Evict Occupant

Eviction Reason:

Eviction Date:

- > Member approved to live-off (no removal)
- > Change of Rank
- > Licence to Live-in revoked
- > LIA unsuitable
- > No longer required to live-in
- > Own home deemed suitable
- > Refused right to retain during deployment

✓ Occupant evicted successfully.

i This occupant was evicted on 24/09/2013 due to 7.3.17 Change of Rank

1.

Group/Bulk Bookings

Create a Bulk Booking

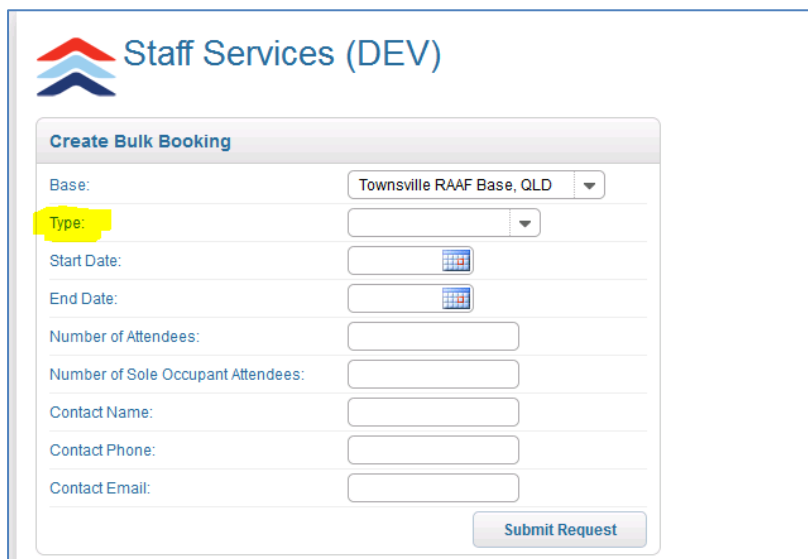
Who can do it?

On-base personnel who have a regular requirement to manage multiple group bookings for that site.

These people are assigned the Course Coordinator role. Course Coordinators can only make Group/Bulk bookings for their own site. Group/Bulk Booking requests for non-Course Coordinators can be made by telephoning or emailing the LIA Contact Centre.

How is it done?

From the LIA Menu Bar click on “Create Bulk Booking” and enter the information as shown below.



The screenshot shows a web form titled "Create Bulk Booking" within a system labeled "Staff Services (DEV)". The form contains the following fields:

- Base:** A dropdown menu with "Townsville RAAF Base, QLD" selected.
- Type:** A dropdown menu, highlighted with a yellow background.
- Start Date:** A date input field with a calendar icon.
- End Date:** A date input field with a calendar icon.
- Number of Attendees:** A text input field.
- Number of Sole Occupant Attendees:** A text input field.
- Contact Name:** A text input field.
- Contact Phone:** A text input field.
- Contact Email:** A text input field.

A "Submit Request" button is located at the bottom right of the form.

Type of booking: this will prompt you to advise either Course, Exercise or Other. Each Course booking must include a Course Type and Name:

Course Type: identify here if the activity is one with designated buildings (eg WONCO, Cadets, RAAFSFS, etc). Start typing to see which options are available. If no course type displays, the booking does not have designated buildings and you can enter whatever detail here to suit your needs.

Dates: start and end dates are mandatory

Number of Attendees: a number is mandatory but can be amended if needed. NOTE: it is better to revise down than up on numbers to ensure your booking remains achievable.

Number of Sole Occupants: where Member requires room without sharing with others (eg Air Crew)

Contact Details: Ensure the details are suitable for contact during business hours.

Auto-allocation according to Base Rules

On submitting a request for a Group/Bulk Booking, the system will determine if a suitable building is available according to the room rules that have been approved by BSM and SADFO.

If you have entered a pre-programmed “Course Type”, your booking will be allocated according to the rules developed for that particular activity. If the course type is not one that has been pre-programmed, the request will either:

1. Be allocated according to generic Group/Bulk booking rules (see screen shot below), or
2. Be assigned to an “Awaiting Allocation status if insufficient rooms are available. If this is the case, the green message at the top of the screen will advise of this status.

Allocated Bulk Booking

✔ Your Course booking has been successfully allocated


Online Services (QA)
Helpdesk: 1800 000 000 | 24/7 Support | 

Bulk Booking Details

Base:	Enoggera Barracks, QLD
Course Type:	Mechanic IET Training
Course Name:	QL233 Mechanics Primary Go
Start Date:	20/01/2014
End Date:	31/01/2014
Number of Attendees:	23
Contact Name:	CPL Tina Tilley
Contact Phone:	02 1000 2500
Contact Email:	tina.tilley@dha.gov.au
Building Name:	H024 (Transit - All ranks)
Street:	Lavarack Parade
Cancelled:	No
Created By:	steve. [redacted]@defence.gov.au dhadev (28/10/2013 11:22 AM)

Cancel Booking
Modify
Export to PDF

Attendees

Attendee Type: Member

Employee ID:

There are no attendees registered for this course

Search

Allocated Rooms

Building	Rooms											
H024 (Transit - All ranks)	G-1-A	G-1-B	G-1-C	G-1-D	G-2-A	G-2-B	G-2-C	G-2-D	1-3-A	1-3-B	1-3-C	1-3-D
	1-4-A	1-4-B	1-4-C	1-4-D	2-5-A	2-5-B	2-5-C	2-5-D	2-6-A	2-6-B	2-6-C	

The Bulk Booking details includes the rooms allocated to the booking and building details. These details can be exported to a PDF document.

Amend a Group Booking

The Modify button will allow the following details to be changed:

- Course Name
- Start Date
- End Date
- Contact Name
- Contact Phone
- Contact Email

Changing Start or End Dates

There is no guarantee that the booking will stay in the same rooms when start and end dates are amended. Review the vacant room report to determine supply & demand for rooms before you make a change.

The Course Coordinator is not able to change the building allocation. Concerns about the building allocated to the booking should be raised with the LIA Contact Centre.

Group/Bulk Bookings that Require Ranks to be Segregated

Group/Bulk Bookings that requires separate accommodation for rank groups, you should make individual booking requests for the various rank groups as follows:

- Senior Officer
- Junior Officer
- SNCO
- Other Ranks

PMKeys & Room Allocations

Both Gender and Rank are identified in the BAS from PMKeys. Update your bulk booking with PMKeys as soon as you can (and no less than 5 days before the start date) to ensure members are accommodated appropriately

Note: DHA is working on additional functionality to manage segregated rank bookings automatically

Arriving Early or Staying Later

Members who need to arrive before a bulk booking commences or leave after a bulk booking ends will need to make a separate LIA request for the additional days.

These additional days are not guaranteed to be in the same room as the bulk booking – so the member may have to move rooms at a point in time.

No PMKeys?

Enter details
via “other”

Adding Attendees to Group Bookings

Why do it?

- > Provide the Course staff with a summary list of where people are accommodated
- > Allocate rooms according to Course sections
- > Allow key packs to be prepared for individuals
- > Ensure responsibility for the room is assigned to the occupant not the Course Coordinator

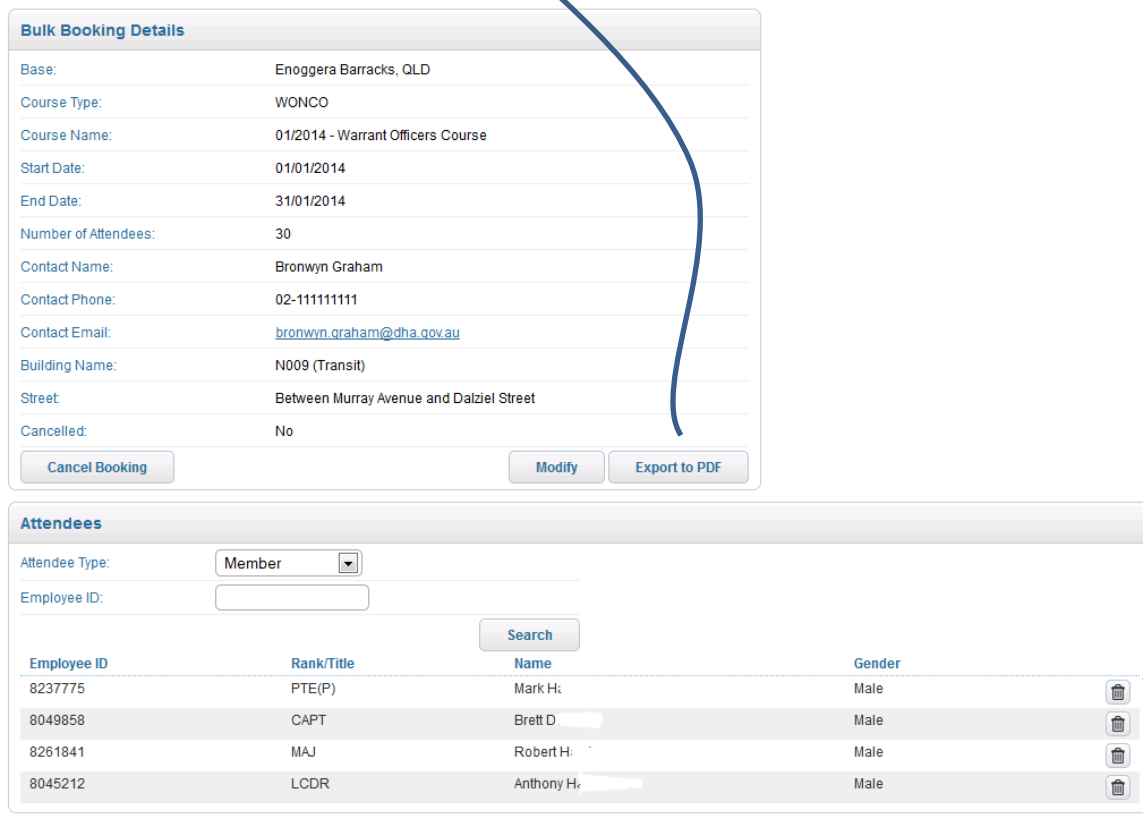
When should it be done?

Names can be assigned to the group booking at any time after it is created. Names should be finalised 5 days before the arrival date.

If names aren't provided, the beds will be assigned to the group booking name and the nominated group booking Point of Contact will be responsible for the keys and the condition of the rooms on departure. There is no guarantee of accommodating gender requirements under this circumstance.

You can also export the information to **PDF** and delete attendees by clicking on the **small bins** icon.

Online Services (QA)



Bulk Booking Details

Base:	Enoggera Barracks, QLD
Course Type:	WONCO
Course Name:	01/2014 - Warrant Officers Course
Start Date:	01/01/2014
End Date:	31/01/2014
Number of Attendees:	30
Contact Name:	Bronwyn Graham
Contact Phone:	02-11111111
Contact Email:	bronwyn.graham@dha.gov.au
Building Name:	N009 (Transit)
Street:	Between Murray Avenue and Dalziel Street
Cancelled:	No

[Cancel Booking](#) [Modify](#) [Export to PDF](#)

Attendees

Attendee Type:

Employee ID:

[Search](#)

Employee ID	Rank/Title	Name	Gender	
8237775	PTE(P)	Mark H.	Male	
8049858	CAPT	Brett D.	Male	
8261841	MAJ	Robert H.	Male	
8045212	LCDR	Anthony H.	Male	

Assigning Names to the Group/Bulk Booking

Once a Group/Bulk booking is made, the Course Coordinator can assign individual names to show who will be occupying each of the allocated rooms.

Course Coordinators are required to enter names into the system directly. ADF Members, Defence Public Servants and non-ADF Members (eg: foreign nationals or contractors) can be entered by selecting the relevant drop down option. ADF Members and Defence Public Servants are added using their PMKeys Number. Once an attendee is entered into the system, the allocated room will display next to their name (see screen shot below).

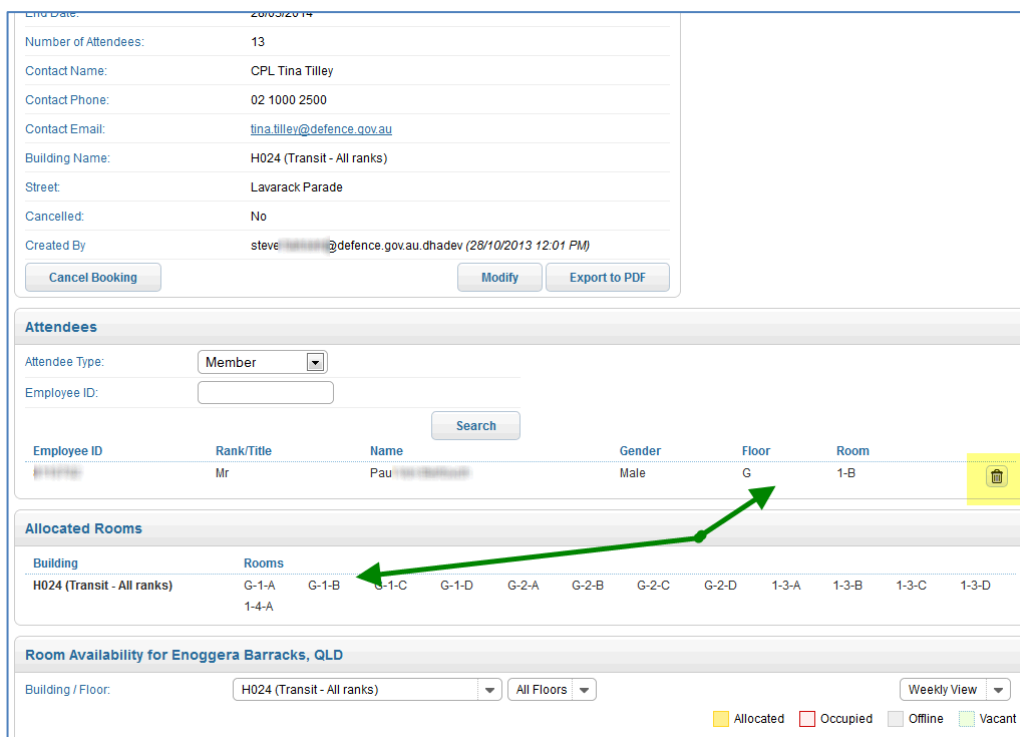
Some Service Providers are NOT permitted to issue keys when individual names have not been provided.

Attendees can be deleted using the garbage bin next to their name. This will not reduce the beds assigned to the Group/Bulk Booking – this can only be done by amending the booking (see below).

Where a Group/Bulk Booking has been made via the LIA Contact Centre, the activity POC can provide the names to the LIA Contact Centre who will enter the details into the system.

If names are not entered by the Course Coordinator or provided to the LIA Contact Centre 5 days before the start date, the system will automatically allocate the Course Name to the bed.

Note: DHA is working on additional functionality to upload attendees via an Excel file



The screenshot shows the DHA booking system interface. At the top, there's a form for booking details including 'End Date' (20/03/2014), 'Number of Attendees' (13), 'Contact Name' (CPL Tina Tilley), 'Contact Phone' (02 1000 2500), 'Contact Email' (tina.tilley@defence.gov.au), 'Building Name' (H024 (Transit - All ranks)), 'Street' (Lavarack Parade), 'Cancelled' (No), and 'Created By' (steve...@defence.gov.au.dhadev (28/10/2013 12:01 PM)). Below this are buttons for 'Cancel Booking', 'Modify', and 'Export to PDF'.

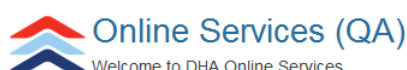
The 'Attendees' section shows a table with columns: Employee ID, Rank/Title, Name, Gender, Floor, and Room. The first row shows 'Mr Pau' with rank 'Mr', gender 'Male', floor 'G', and room '1-B'. A green arrow points from the 'Room' column to the 'G-1-C' room in the 'Allocated Rooms' grid below.

The 'Allocated Rooms' section shows a grid with columns for 'Building' (H024 (Transit - All ranks)) and 'Rooms' (G-1-A, G-1-B, G-1-C, G-1-D, G-2-A, G-2-B, G-2-C, G-2-D, 1-3-A, 1-3-B, 1-3-C, 1-3-D). The 'G-1-C' room is highlighted with a green arrow.

The 'Room Availability for Enoggera Barracks, QLD' section shows a dropdown for 'Building / Floor' (H024 (Transit - All ranks)) and 'All Floors'. It also has a 'Weekly View' dropdown and a legend for 'Allocated' (yellow), 'Occupied' (red), 'Offline' (grey), and 'Vacant' (green).

Course Coordinator Dashboard

Course Coordinators will have visibility of all group bookings at their base via the Course Coordinator Dashboard.



Current Bulk Bookings

Base	Type	Name	Start Date	End Date	Number of Attendees	Building Allocated
Enoggera Barracks, QLD	Course	- 481588 - 13BN JLC PREPARATION WEEKEND/CADETS	06/12/2013	08/12/2013	118 (4 outstanding)	Q011 (High Density Transit) (Cherry Street)
Enoggera Barracks, QLD	Course	WONCO - 01/2014 - Warrant Officers Course	01/01/2014	31/01/2014	30 (30 outstanding)	N009 (Transit) (Between Murray Avenue and Dalziel Street)
Enoggera Barracks, QLD	Course	0 - Programers - JP2072 Ph 2A 0-Programer 10 Feb 14	09/02/2014	14/03/2014	24 (24 outstanding)	N010 (Transit) (Between Murray Avenue and Dalziel Street)
Enoggera Barracks, QLD	Exercise	HQ 1 Div EX VITAL LAUNCH	02/03/2014	15/03/2014	20 (20 outstanding)	H021 (WONCO Course) (Lavarack Parade)
Enoggera Barracks, QLD	Course	Promotion - GRes CAPT Mod 1 & 2 Instructors	02/04/2014	12/04/2014	16 (16 outstanding)	N009 (Transit) (Between Murray Avenue and Dalziel Street)

Contributions for Group Bookings

The BAS will automatically commence and cease contributions for **every** course member on Check In and Check Out, regardless of the course duration, except for Members who are:

- categorised as MWD(U)
- paying for other suitable accommodation (LIA, SR or RA), but the course requires them to occupy LIA for Service Reasons and where the Member is MWOD ADF or MWD ADF
- sharing with 4 or more people in the same room
- occupying a room that is less than level 1
- Reservists when undergoing training for periods less than six months.